
Louisiana Housing Finance Agency



Energy Assistance Department

Darleen Okammor
Interim Program Manager

August 13, 2007

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MEMORANDUM

To: Chairman Larry J. Broussard
Commissioner Greg Gachassin
Commissioner Merriell Lawson
Commissioner Danette O'Neal
Commissioner Dr. Adell Brown, Jr.

From: Darleen Okammor, Interim Program Manager
Energy Assistance Department

Date: August 14, 2007

Re: Energy Assistance Committee Meeting

Please be advised that the Energy Assistance Committee will meet at 11:00 AM on Wednesday, August 22, 2007, in Committee Room 2, prior to Full Board meeting.

A program activity summary of services delivered in the Low-Income Home Energy Assistance Program (LIHEAP), LIHEAP Crisis Assistance, LIHEAP Katrina and Rita Crisis Assistance, and the Weatherization Assistance Program (WAP), are attached for your review.

If you have any questions, please do not hesitate to call.

Attachments

August 14, 2007

ENERGY ASSISTANCE PROGRAM COMMITTEE

Notice is hereby given of a regular meeting of the Energy Assistance Committee, to be held on Wednesday, August 22, 2007, at 11:30 AM, Louisiana Housing Finance Agency, Committee Room 2, 2415 Quail Drive, Baton Rouge LA, by order of the Chairman.

PRELIMINARY AGENDA

1. Call to order, roll call and introduction of guests
2. Approval of minutes from the April 18, 2007 Committee Meeting
3. Updates on LIHEAP, WAP, and Katrina Crisis
4. 2008 LIHEAP State Plan
5. Other Business
6. Adjournment

Milton J. Bailey, President

If you require special services, please call Lourie Brown at (225) 763-8700 by Monday, August 20, 2007.

Louisiana Housing Finance Agency
Energy Assistance Program
Committee Meeting Minutes
Wednesday April 18, 2007
2415 Quail Drive
V. Jean Butler Boardroom
Baton Rouge, LA 70808

Commissioners Present

Larry J. Broussard-Chairman
Dr. Adell Brown, Jr.
Merriell Lawson

Commissioners Absent

Danette O'Neal
Greg Gachassin

Staff Present

Darleen Okammor
Keith Cunningham
Robin Meschke

Other Present

Gervis Lafleur
Jennifer Vidrine

The Chairman of the Energy Assistance Committee, Larry J. Broussard, called the meeting to order. The minutes from the May 9, 2006 Committee meeting was approved. Darleen Okammor, Energy Assistance Manager, explained the funding. Currently, the allocation for the 2006 DHHS/Low Income Home Energy Assistance Program is \$17,000,000, of which 97% has been expended. The DOE/Weatherization Assistance Program was funded at 1.5 million. The agency has also received a LIHEAP supplemental grant for \$14 million, of which we have expended 72%. Those funds will end September 30, 2007. The 2007 LIHEAP has been delayed and we are looking forward to that changing with the adoption of the Memorandum of Understanding (MOU). Keith Cunningham, Legal staff, explained the Draft of the Memorandum of Understanding between LHFA and Louisiana Association of Community Action Partnerships (LACAP). LHFA decided that it would be beneficial to utilize the Community Action Agencies directly, to administer the LIHEAP and WAP programs. At this point, approval is needed from the Committee to move the document to Full Board for adoption to transfer the administration of the energy programs to LACAP. The motion was moved by Madderra and seconded by Danette. There was no other business presented the Committee. The Chairman motioned to adjourn the meeting.

**Energy Assistance Department
Program Activity Summary
August 2007**

**Low-Income Home Energy Assistance Program (LIHEAP)
Program Year October 1, 2006 - September 30, 2007**

October 1, 2006 thru August 13, 2007:

<u>Non-Crisis Assistance</u>	
Households Assisted	11,641
Households Denied	409
Total Household Members Assisted	25,280

<u>Crisis Assistance</u>	
Households Assisted	1,641
Households Denied	17
Total Household Members Assisted	4,653

June 1, 2006 thru August 13, 2007

<u>LIHEAP Non-Crisis Supplemental</u>	
Households Assisted	44,952
Households Denied	702
Total Household Members Assisted	100,538

<u>LIHEAP Crisis Supplemental</u>	
Households Assisted	6,352
Households Denied	28
Total Household Members Assisted	17,031

Maximum benefit for LIHEAP Crisis is \$475. Maximum benefits for Non-Crisis assistance is \$550.

September 19, 2005 thru February 28, 2007

<u>Hurricane Crisis Assistance</u>	
Households Assisted	23,878
Households Denied	363
Total Household Members Assisted	53,511

***LIHEAP Hurricane Crisis Award \$12,000,000
Maximum benefit amount is \$500***

LIHEAP figures are submitted by LIHEAP Providers on the 3rd day of the week following the week services were delivered. Reported figures are latest available and based on 2005-06 LIHEAP Allocations.

In addition to the above LIHEAP services, LHFA also contracts with DSS/OCS with a total award of \$100,000 for LIHEAP services for Preventive Assistance, Reunification Assistance, and Youth Entering Independent Living Arrangements Services.

Weatherization Assistance Program (WAP)
Program Year runs April 1, 2007 – March 31, 2008

April 1, 2007 thru July 31, 2007 Production:

DOE Production	
Completed units	0
Projected Units in progress	0
Household members assisted in completed units	0

DHHS Only Production	
Completed units	15
Household members assisted in completed units	36

Reported figures are latest available and based on 2007 WAP Contract Allocations. WAP Production figures are submitted by WAP Providers on the 10th day of the month following the month services were delivered.

Katrina Crisis Report

Grand Totals to date		Total Services	Total Admin	Total Processed	Total Rita	Total Vou Amt.	Corrections	Total Served	Total Denied	Total # in HHds
Reports 848	As of date 11/30/06	11,204,526.97	448,178.30	11,652,705.27	130,143	11,652,705.27	1	23,750	363	53,199
Total disbursed to date 11,652,705.27										

ATTACHMENT 3

DETAILED MODEL PLAN

PUBLIC LAW 97-35, AS AMENDED

FISCAL YEAR (FY) 2008

GRANTEE Louisiana Housing Finance Agency

EIN: 72-0809967

ADDRESS 2415 Quail Drive

Baton Rouge, LA 70808

NAME OF LIHEAP COORDINATOR **Darleen Okammor**

EMAIL: dokammor@lhfa.state.la.us

TELEPHONE: 225-763-8700 **FAX:** 225-763-8752

PLEASE CHECK ONE: TRIBE STATE X INSULAR AREA

**Department of Health and Human Services
Administration for Children and Families
Office of Community Services
Washington, DC 20447**

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01

OMB Approval No. 0970-0075

Expiration Date: 10/31/2008

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 in years in which the grantee is not permitted to file an abbreviated plan. 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.

GRANTEE Louisiana Housing Finance Agency

FFY 2008

Assurances

The Louisiana Housing Finance Agency
(Grantee Name) agrees to:

(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 grantees 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 disbursal 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.

Certification to the Assurances: As Chief Executive Officer, I agree to comply with the sixteen assurances contained in Title XXVI of the Omnibus Budget Reconciliation Act of 1981, as amended.* By signing these assurances, I also agree to abide by the standard assurances on lobbying, debarment and suspension, and a drug-free workplace.

Signature of the Tribal or Board Chairperson or Chief Executive Officer of the State or Territory.**

Signature: _____

Title: _____

Date: _____

*** Indian tribes/tribal organizations, and territories with annual regular LIHEAP allotments of \$200,000 or less, are not subject to assurance 15, and thus must only certify to 15 assurances.**

**** If a person other than the Chief Executive Officer of the State or territory, or Tribal Chairperson or Board Chairperson of a tribal organization, is signing the certification to the assurances, a letter must be submitted delegating such authority. (PLEASE ATTACH DELEGATION of AUTHORITY.) The delegation must include authority to sign the assurances, not just to administer the program.**

***** HHS needs the EIN (Entity Identification Number) of the State, territory or Tribal agency that is to receive the grant funds before it can issue the grant.**

In the above assurances which are quoted from the law, "State" means the 50 States, the District of Columbia, an Indian Tribe or Tribal Organization, or a Territory; "title" of the Act refers to Title XXVI of the Omnibus Budget Reconciliation Act of 1981 (OBRA), as amended, the "Low Income Home Energy Assistance Act"; "section" means Section 2605 of OBRA; and, "subsection" refers to Section 2605(b) of OBRA.

GRANTEE Louisiana Housing Finance Agency

FFY 2008

statutory
references

2605(a)

2605(b)(1)

→Please 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

(use of
funds)

X heating assistance October 1, 2007 thru March 31, 2008
X cooling assistance April 1, 2008 thru September 30, 2008
X crisis assistance October 1, 2007 thru September 30, 2008
X weatherization assistance April 1, 2008 thru March 31, 2009

2605(c)(1)(C) →Please 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%.**

(use of
funds)

20 % heating assistance
35 % cooling assistance
15 % crisis assistance

2605(k)(1)

15 % weatherization assistance
 % carryover to the following fiscal year

2605(b)(9)

10 % administrative and planning costs

2605(b)(16)

5 % services to reduce home energy needs
including needs assessment (assurance 16)
 % used to develop and implement leveraging activities (limited to the greater of 0.08% or \$35,000 for States, the greater of 2% or \$100 for territories, tribes and tribal organizations).

100 **TOTAL**

GRANTEE Louisiana Housing Finance Agency FFY 2008

statutory
references

2605(c)(1)(C)

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

(alternate use
of crisis assistance
funds)

heating assistance

cooling assistance

weatherization assistance

Other(specify):

→ Do you accept applications for energy crisis assistance at sites that are geographically accessible to all households in the area to be served? (This is required by the statute.)

Yes No

2605(b)(2)

→ What are your maximum eligibility limits?

2605(c)(1)(A)

(Please check the components to which they apply.)

Current year guidelines must be used.

(eligibility)

150% of the poverty guidelines:

heating cooling crisis wx

125% of the poverty guidelines:

heating cooling crisis wx

110% of the poverty guidelines:

heating cooling crisis wx

60% of the State's median income:

heating cooling crisis wx

Other (specify for each component)

Households automatically eligible if one person is receiving
 TANF, SSI, Food Stamps, Certain means-tested
veterans programs (heating cooling crisis wx)

GRANTEE Louisiana Housing Finance Agency FFY 2008

statutory
references

2605(c)(1)(A)
2605(b)(2)
(eligibility)

→ Do you have additional eligibility requirements for:
HEATING ASSISTANCE Yes No)

→ Do you use: Yes No

Assets test? X

→ Do you give priority in eligibility to:

Elderly? X

Disabled? X

Young children? X

Other:
(If Yes, please describe) X

GRANTEE Louisiana Housing Finance Agency FFY 2008

statutory
references

2605(c)(1)(A)

2605(b)(2)

→ Do you have additional eligibility requirements for:
COOLING ASSISTANCE (Yes X No)

(eligibility)

→ Do you use: Yes No

Assets test? X

→ Do you give priority in eligibility to:

Elderly? X

Disabled? X

Young children? X

Other:
(If Yes, please describe) X

statutory
references

2604(c)

2605(c)(1)(A)

→ Do you have additional eligibility requirements for:

CRISIS ASSISTANCE (X Yes No)

(eligibility)

Yes No

→ Do you use:

Assets test?

 X Must the household have received a
shut-off notice or have an empty tank? X Must the household have exhausted
regular benefit? X Must the household have received a
rent eviction notice? X Must heating/cooling be medically
necessary? X

Other (Please explain):

X

In order to receive crisis assistance, the household must (1) be faced with threatened or actual interruption of service or lack a heating/cooling source, and (2) be faced with a health and/or safety hazard due to the crisis situation.

→ What constitutes a crisis? (Please describe)

Crisis is defined as an adverse situation that jeopardizes the health and/or safety of a member of the targeted priority population.

GRANTEE Louisiana Housing Finance Agency FFY 2008

statutory
references

2605(c)(1)(A) **→** Do you have additional eligibility requirements for:
WEATHERIZATION (Yes No)
(eligibility)

→ Do you use: Yes No

Assets test? X

Priority groups? (Please list) X

Elderly (60 and older)
Disabled
Households with children ages 5 and younger
High energy burden
High energy use

→ Are you using Department of Energy (DOE) Low Income Weatherization Assistance Program (LIWAP) rules to establish eligibility or to establish priority eligibility for households with certain characteristics? X

→ If Yes, are there exceptions? X
Please list below.

statutory
references

2605(b)(3)
2605(c)(3)(A)
(outreach)

➔ Please check the outreach activities that you conduct that are designed to assure that eligible households are made aware of all LIHEAP assistance available:

X provide intake service through home visits or by telephone for the physically infirm (i.e. elderly or disabled).

X place posters/fliers in local and county social service offices, offices of aging, Social Security offices, VA, etc.

X publish articles in local newspapers or broadcast media announcements.

X include inserts in energy vendor billings to inform individuals of the availability of all types of LIHEAP assistance.

____ make mass mailing to past recipients of LIHEAP.

X 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.

____ other (Please specify):

statutory
references

2605(b)(4) ➔ Please describe how you will assure that LIHEAP is coordinated with similar and related programs. The description provided applies to all components unless specifically noted.
(coordination)

The Louisiana Housing Finance Agency (LHFA) through a partnership agreement with Louisiana Association for Community Action Partnerships (LACAP) will contact administrators of other state Community Block Grant programs, Social Security offices and Elderly Affairs offices, which targets low-income families, to disseminate LIHEAP program information to promote referrals.

2605(b)(5) ➔ The statute requires that there be no difference in the treatment of households eligible because of their income and those eligible because they receive benefits under TANF, Food Stamps, SSI, or certain means-tested veterans programs ("categorically eligible"). How do you ensure there is no difference when determining eligibility and benefit amounts? This applies to all components unless specifically noted below.
2605(b)(2)
2605(b)(8A)

(benefit levels)

Contractors must establish and maintain an application process, which assures that all persons applying for LIHEAP services are afforded the opportunity to apply for services and that the eligibility determination review process for each applicant is based on criteria which are fair, equitable, and non-discriminatory.

A. Intake Procedures

1. Applications for LIHEAP services shall be taken on a first come-first serve basis until all service funds are exhausted. The first come-first serve basis applies to all LIHEAP funds, LIHEAP Crisis Assistance funds and, any other funds provided under contract through LHFA/LACAP partnership for use in the LIHEAP program.

Maintaining a waiting list is permitted when all service funds are exhausted; provided the list is generated from a first-come, first serve process. If additional funds become available during the program year, applications shall be processed from the waiting list first. However, waiting lists are valid only for the current program year and shall terminate at the end of each program year. Persons shall be informed that they have been placed on a waiting list, and they shall be informed that the waiting list is valid

through the end of the program year.

2. Contractors shall set aside a specified period(s) of time during the program year to accept applications exclusively from households containing elderly and disabled persons. Applications shall be accepted on a first come-first serve basis.
3. Contractors shall develop and implement a fair and consistent means by which homebound applicants may be provided the opportunity to apply for services.
4. Contractors shall implement a plan for the distribution of service funds throughout the entire service delivery area, which ensures a fair distribution of funds, based on the percentage of eligible population in each geographic location. Adjustments shall be made annually and/or when significant population shifts occur within the service delivery area.
5. Contractors may utilize an appointment system whereby prospective applicants use the telephone to schedule an appointment to complete the application process on a specific date and at a specific time. Contractors who utilize this method shall maintain a chronological log of all telephone calls received, which includes the applicant's name, time of their call and the date and time of their appointment.

If a prospective applicant comes in person to request an appointment (rather than via the telephone), they shall be given an appointment in turn among those who utilize the telephone. List those who apply in person on the chronological log in the order of arrival.

6. Contractors shall make accommodations, which consider the age, infirmity and/or disability of the priority group population with special emphasis on applicant safety.

B. **Nondiscrimination.** Section 2606 of Public Law 97-35 provides that no person shall be denied benefits or excluded from participation on the grounds of race, color, national origin, or sex. Applicants are also protected under the Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973.

C. **Confidentiality.** Louisiana's confidentiality law, R.S. 46:56, applies to all case records kept by state agencies and private and public service contractors.

The confidentiality law prohibits release of client identifying information from LIHEAP applications or case records to any other organization or agency outside of LHFA/LACAP without prior written consent of the individual. Information may be released upon completion of Page 2 of the Application for LIHEAP Assistance, Section - Authorization to

Release Information. This section will be completed and signed at the time of application to make clients aware that their information maybe released or disclosed in part or in it's entirety to outside sources for the purpose of statistical research only.

statutory
references

HEATING COMPONENT

2605(b)(5) ➔ Please check the variables you use to determine your benefit levels (check all that apply):

(determination
of benefits)

income
 family (household) size
 home energy cost or need
 fuel type
 climate/region
 individual bill
 dwelling type
 energy burden
 (% of income spent on home energy)
 energy need
 other (describe)

2605(b)(5)
2605(c)(1)(B)

(benefit
levels)

➔ Describe how you will assure that the highest benefits go to households with the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size.

Please describe benefit levels or attach a copy of your payment matrix.

Heating assistance benefits will be paid based upon the LIHEAP Benefit Matrix below. The highest amount of assistance will be provided to those households with the highest home heating costs and the lowest incomes.

Contractors shall use the applicant's total heating and/or cooling energy cost for a one-month period to determine the Total Energy Cost (TEC) used to compute the energy assistance benefit.

The energy bill(s) presented must be for the month of application or the eleven months preceding the month of application.

The one-month's TEC under consideration should be the month wherein the highest cost for heating and/or cooling was incurred by the client for residential energy costs. Using the month wherein the highest cost for energy was incurred should allow the maximum energy assistance benefit payment amount to the applicant.

Once the TEC and the monthly income have been determined, the applicant's energy burden is calculated by dividing TEC by the monthly income. Energy burden is the percentage of household income used for energy costs. (Round Energy Burden % to the nearest tenth)

Using the benefit matrix below, the energy burden along with household size is used to determine the applicant's benefit amount.

Households with zero income shall receive the maximum benefit payment allowed for their family size.

LIHEAP BENEFIT MATRIX		
Energy Burden	Number of People in Household	
	1 to 3	4 or more
25% and Above	\$450	\$500
18% to 24.9%	\$350	\$400
10% to 17.9%	\$250	\$300
9.9% and Less	\$150	\$200
<i>No payment shall be greater than \$600</i>		

➔ Do you provide in-kind (e.g., blankets, space heaters) and/or other forms of benefits?

Yes No If Yes, please describe.

statutory
references2605(b)(5)
2605(c)(1)(B)(determination
of benefits)**COOLING COMPONENT**

→ Please check the variables you use to determine your benefit levels (check all that apply):

income
 family (household) size
 home energy cost or need
 fuel type
 climate/region
 individual bill
 dwelling type
 energy burden
 (% of income spent on home energy)
 energy need
 other (describe)

2605(b)(5)
2605(c)(1)(B)(benefit
levels)

→ Describe how you will assure that the highest benefits will go to households with the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size. Please describe benefit levels or attach a copy of your payment matrix.

Cooling assistance benefits will be paid based upon the LIHEAP Benefit Matrix below. The highest amount of assistance will be provided to those households with the highest home heating costs and the lowest incomes.

Contractors shall use the applicant's total heating and/or cooling energy cost for a one-month period to determine the Total Energy Cost (TEC) used to compute the energy assistance benefit.

The energy bill(s) presented must be for the month of application or the eleven months preceding the month of application.

The one-month's TEC under consideration should be the month wherein the highest cost for heating and/or cooling was incurred by the client for residential energy costs. Using the month wherein the highest cost for energy was incurred should allow the maximum energy assistance benefit payment amount to the applicant.

Once the TEC and the monthly income have been determined, the applicant's energy burden is calculated by dividing TEC by the monthly income. Energy burden is the percentage of household income used for energy costs. (Round Energy Burden % to the nearest tenth)

Using the benefit matrix below, the energy burden along with household size is used to determine the applicant's benefit amount.

Households with zero income shall receive the maximum benefit payment allowed for their family size.

LIHEAP BENEFIT MATRIX		
Energy Burden	Number of People in Household	
	1 to 3	4 or more
25% and Above	\$450	\$500
18% to 24.9%	\$350	\$400
10% to 17.9%	\$250	\$300
9.9% and Less	\$150	\$200
<i>No payment shall be greater than \$600</i>		

➔ Do you provide in-kind (e.g. fans) and/or other forms of benefits?

Yes No If Yes, please describe.

GRANTEE Louisiana Housing Finance Agency FFY 2008

statutory
references

2605(b)(5)
2605(c)(1)(B)

(determination
of benefits)

CRISIS COMPONENT

➔ How do you handle crisis situations?

X separate component _____ other (please explain)

The Crisis Assistance component of LIHEAP is administered by subgrantees that screen applicants for eligibility. Assistance is provided to the applicant within 48 hours or 18 hours if the crisis is deemed to be life threatening.

➔ If you have a separate component, how do you determine crisis assistance benefits?

X amount to resolve crisis, up to maximum
_____ other (please describe)

LIHEAP subgrantees are given the discretion to determine the amount of a Crisis Assistance benefit up to a maximum benefit amount of \$475.

(benefit
levels)

➔ Please indicate the maximum benefit for each type of crisis assistance offered.

heating	\$ <u>475</u> maximum benefit
cooling	\$ <u>475</u> maximum benefit
year-round	\$ <u>475</u> maximum benefit

➔ Do you provide in-kind (e.g. blankets, space heaters, fans) and/or other forms of benefits?

X Yes _____ No If Yes, please describe.

In-kind benefits, needed to resolve the crisis situation, will be processed at the contractor level. The contractor or CAP agency will expend or obligate the funds necessary to resolve the crisis situation.

Reimbursement shall not exceed the maximum benefit amount of \$475 per household in a twelve-month period.

statutory
references2605(b)(5)
2605(c)(1)
(B) & (D)**WEATHERIZATION & OTHER ENERGY RELATED
HOME REPAIR AND IMPROVEMENTS**

➔ What LIHEAP weatherization services/materials do you provide?
(Check all categories that apply.)

(types of
assistance)

Weatherization needs assessments/audits.
 Caulking, insulation, storm windows, etc.
 Furnace/heating system modifications/repairs
 Furnace replacement
 Cooling efficiency mods/repairs/replacement
 Other (Please describe)

(benefit
levels)

➔ Do you have a maximum LIHEAP weatherization benefit/expenditure per household? Yes No

If Yes, what is the maximum amount? \$ 2885

(types of
rules)

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

Entirely under LIHEAP (not DOE) rules
 Entirely under DOE LIWAP rules
 Mostly under LIHEAP rules with the following DOE LIWAP rule(s) where LIHEAP and LIWAP rules differ (Check all that apply):

Weatherize buildings 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 (Please describe)

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

Weatherization not subject to DOE LIWAP maximum statewide average cost per dwelling unit.

Other (Please describe.)

Some homes are weatherized using a combination of both funding sources to maximize the effectiveness of weatherization.

2605(b)(6) The state or tribe administers LIHEAP through the following local agencies:

(agency designation)

- county welfare offices
- community action agencies (weatherization component only)
- community action agencies (heating, cooling or crisis)
- charitable organizations
- not applicable (i.e. state energy office)
- tribal office
- other, describe:

→ Have you changed local administering agencies from last year?

Yes No

If Yes, please describe how you selected them.

Three (3) parishes were reassigned due to non-renewal of contract (LIHEAP Weatherization Units). Natchitoches Parish Police Jury/Office of Community Services voluntarily relinquished the weatherization contracts.

The parishes affected were Natchitoches, Jackson and Bienville. The selection process for awarding contracts was based on the following criteria:

- 1. Risk Analysis/Monitoring Results**
- 2. Geographical Location**
- 3. Current Staffing**

LaSalle Community Action Agency was selected to serve Jackson parish. DeSoto Parish Police Jury/Office of Community Services was selected to serve Natchitoches and Bienville parishes.

→ What components are affected by the change?

None

2605(c)(1)(E) → Please describe any additional steps (other than those described elsewhere in this plan) that will be taken to target assistance to households with high home energy burdens. (This applies to all components. If all steps to target households with high home energy burdens are described elsewhere in the plan, no further information is required here.)

(targeting of assistance)

To target households with high home energy burdens, subgrantees will be encouraged to concentrate outreach efforts to low and moderate-income households as these households are more likely to have high-energy burdens.

GRANTEE Louisiana Housing Finance Agency FFY 2008

statutory
references

2605(b)(7)
(energy
suppliers)

→ Do you make payments directly to home energy suppliers?

Heating Yes No

Cooling Yes No

Crisis Yes No

If Yes, are there exceptions? Yes No

If Yes, please describe.

2605(b)(7)(A)

→ If you make payments directly to home energy suppliers, how do you notify the client of the amount of assistance paid? (Please describe)

The LIHEAP subgrantee provides each eligible applicant written verification of the benefit amount their energy vendor(s) will be paid on their behalf.

2605(b)(7)
(B) & (C)

→ How do you make sure the home energy supplier performs what is required in this assurance? If vendor agreements are used, they may be attached. Indicate each component for which this description applies.

See Assurance of Vendor compliance

statutory
references

2605(b)(8)(B) ➔ Is there any difference in the way owners and renters are treated? If Yes, please describe.

(owners
and
renters) **HEATING ASSISTANCE**
____ Yes **X** No

COOLING ASSISTANCE

____ Yes **X** No

CRISIS ASSISTANCE

____ Yes **X** No

WEATHERIZATION

X Yes ____ No

Property owners must agree to contribute financially in the cost of weatherization without increasing the amount of rent due to the weatherization enhancements.

statutory
references

2605(b)(10)

➔ How do you ensure good fiscal accounting and tracking of LIHEAP funds? (Please describe. Include a description of how you monitor fiscal activities.)

- A. Louisiana Association for Community Action Partnerships (LACAP) will submit to Louisiana Housing Finance Agency (LHFA) a weekly electronic copy of the Payment Request. LHFA will review and approved, then, funds will be electronically transmitted to LACAP.**
- B. LACAP will disburse the funds to each Community Action Programs (CAPs) statewide.**
- C. LACAP will also submit an electronic copy of the monthly Payment Request for LACAP's administrative fees and conduct a monthly reconciliation of funding and expenditures with sub-recipients.**
- D. LACAP will electronically submit a quarterly reconciliation/ tracking of advance requests, expected expenditures, and actual expenditures for the quarter by the 10th of the month following the end of the quarter.**
- E. The LHFA Accounting and Energy Assistance Departments will monitor all LIHEAP expenditures by utilizing the web-based Hancock Energy Software (HES) and Excel spreadsheets.**
- F. Reconciliation of cost reports and disbursement of funds between LACAP and LHFA is routinely performed to ensure accuracy and reliability of data reporting.**
- G. On-site monitoring includes verification of source documentation to support requested expenditures to ensure budget expenditures are within the parameters of the contract.**

(program,
fiscal
monitoring,
and audit)

➔ How do you monitor program activities? (Please be sure to include a description of how you monitor eligibility and benefit determination.)

Louisiana Housing Finance Agency (LHFA) through a partnership agreement with the Louisiana Association for Community Action Partnerships (LACAP) has adopted a systems approach to monitoring local subgrantees for compliance with applicable regulations and achievement of performance goals.

The framework for implementing the systems approach is a regulation-based assessment that is criterion-referenced. The assessment includes: general oversight, desk reviews, and on-site visits to evaluate local subgrantees' general administration and program management systems, needs assessments, service delivery systems, and financial management systems

LACAP will conduct a comprehensive assessment of each subgrantee once a year including reviewing its last financial audit. LHFA will monitor LACAP and observe their monitoring and oversight for local subgrantees once a year.

A risk analysis will be conducted to identify exemplary agencies for approval. A comprehensive assessment of the designated exemplary agencies will be conducted every other year.

LHFA and LACAP will operate through a team approach to come up with the best strategies for program development and evaluation, conflict resolution, and providing information on new developments in the energy conservation field.

LACAP shall develop a monitoring tracking system and standardized monitoring procedures and forms to ensure consistency.

➔ How is your LIHEAP program audited?

Under the Single Audit Act? X Yes ____ No
If not, please describe:

For States and Territories:

➔ Is there an annual audit of local administering agencies? X Yes ____ No
If not, please explain.

statutory
references

2605(b)(12)

➔ How did you get timely and meaningful public participation in the development of the plan? (Please describe.)

(timely and
meaningful
public partici-
pation)

A public hearing will be held to obtain public comment. The following newspapers will publicize the hearing notice: The Advocate, The Times Picayune, Shreveport Times, The Courier, The Daily Advertiser, Alexandria Daily, and the Lake Charles American Press.

2605(a)(2)

➔ Did you conduct public hearings on the proposed use and distribution of your LIHEAP funds? When and where?

(public
hearings)

X Yes No
(Not required for Tribes and tribal organizations)

The public hearing will be held in Baton Rouge, Louisiana, at the LHFA facility located at 2415 Quail Drive on August 16, 2007.

statutory
references

2605(b)(13)

➔ Describe your fair hearing procedures for households whose applications are denied or not acted on in a timely manner. When are applicants informed of these rights?

(fair
hearings)

All LIHEAP applicants are advised of their appeal rights at the time of application. For fair hearings, LACAP will contract with Jim Wayne of Baton Rouge Legal Services to develop the appeals process. These procedures will be disseminated to LHFA for approval.

Components of the appeals process will include, but not be limited to,

- (1) Notification of Right to Appeal**
- (2) How to Appeal/Request a Fair Hearing**

The contractor's will establish internal grievance procedures. Through these procedures, client dissatisfaction issues, not related to eligibility decision, will be resolved.

➔ Denials

Ineligible applicants are informed at the time of application, if possible, and must be informed in writing within 15 days of the date of application. The applicant is required to read the appeals process information prior to signing their application.

Denial information shall include, but not be limited to,

- (1) a statement that the applicant is not eligible for LIHEAP services and state the reason.**
- (2) if the denial is based on excessive income, applicant may reapply when the household income changes or state the date when the applicant will be eligible to apply again.**
- (3) Right to appeal information**

Contractors must maintain all case record material on service denials.

➔ Applications Not Acted On In a Timely Manner

All LIHEAP applicants are informed of their appeal rights at the time of application.

Applications are considered incomplete when the applicant fails to follow through in providing necessary information and/or documentation.

Contractors are required to inform applicants about necessary documentation, prior to determining that an application is incomplete. The contractor shall set a standard time limit of 30 days for an applicant to submit necessary documents, and shall advise the applicant that the application will not be considered if verification materials are not received by the deadline. A confirmation letter shall be sent to the client, which include a right to appeal statement and either a copy of the appeal procedure or a contact name and number to further information.

A copy of the letter shall be retained with the incomplete application.

GRANTEE Louisiana Housing Finance Agency FFY 2008

statutory
references

2605(b)(15)

For States and Puerto Rico only (not applicable to Tribes and tribal organizations, or to territories whose annual regular LIHEAP allotments are \$200,000 or less):

➔ Does the State agency that administers the following LIHEAP component also administer the State's welfare program?

No.

(alternate
outreach
and intake)

HEATING ASSISTANCE

 Yes No

If Yes, describe alternate process for outreach and intake:

COOLING ASSISTANCE

 Yes No

If Yes, describe alternate process for outreach and intake:

CRISIS ASSISTANCE

 Yes No

If Yes, describe alternate process for outreach and intake:

statutory
references

2605(b)(16)

→ Do 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? (This assurance refers to activities such as needs assessments, counseling, and assistance with energy vendors.)

Yes No

If Yes, please describe these activities.

Client education shall be provided during the application process to all applicants.

LACAP will develop active, participatory energy conservation education activities that extend beyond handing out brochures or pamphlets. Examples of active, participatory education include viewing a video, listening to an oral presentation or audiotape. LACAP is developing its client education program to include school-wide educational competitions on the merits of energy conservation.

In addition, low-income families will be able to access budget management classes. These classes teach the merits of energy conservation and how it relates to cash management.

→ If Yes, how do you ensure that you don't use more than 5% (statutory ceiling) of your LIHEAP funds for these activities?

The 5% of LIHEAP funds used for Assurance 16 activities will be budgeted as a separate line item.

statutory
references

2607A (leveraging) ➔ Please describe leveraging activities planned for the fiscal year. (**This entry is optional.***) Complete this entry if you plan to apply for LIHEAP leveraging incentive funds and to include in your leveraging report resources/benefits provided to low income households this fiscal year under criterion (iii) in 45 CFR 96.87(d)(2). Provide the following information for each:

- (1) Identify and described each resource/benefit;
- (2) Identify the source(s) of each resource; and
- (3) Describe the integration/coordination of each resource/benefit with the LIHEAP program, consistent with 1 or more of conditions A-H in 45 CFR 96.87(d)(2)(iii).

The leveraging incentive awards will be utilized to continue the initiative entitled, “Energy Special Needs Program” (ESNP). The program provides expanded home energy assistance to individuals and families whose social and economic hardships are compounded by a home heating or cooling energy crisis under the LIHEAP.

To participate in the program, the applicant must meet LIHEAP eligibility guidelines in accordance with established policy for LIHEAP crisis assistance. Participation in the regular LIHEAP and Crisis Assistance does not preclude an applicant’s certification in the ESNP.

After all other resources have been exhausted; eligible households with a remaining balance of at least \$800 can receive a one-time benefit payment, not to exceed \$1000 to (1) continue home heating/cooling services (payment of disconnect notice), (2) connect or reconnect home heating/cooling services (security deposit included), (3) satisfy heating and/or cooling arrears.

Other Resources and Benefits includes:

Resource/Benefit #1: Senior Discount Program

Description: Waiver of \$6.00 monthly customer charge, value \$72.00 annually per customer

Source: Entergy Gulf States, Inc. (EGSI)

Integration/Coordination of resource with LIHEAP Program:

All leveraging resources are made available to clients during application intake.

Resource/Benefit #2: Late Fee Waiver

Description: Waiver of late fee up to three a year requested on behalf of customer by agency

Source: Entergy LA and Entergy New Orleans

Integration/Coordination of resource with LIHEAP Program:

All leveraging resources are made available to clients during application intake.

Resource/Benefit #3: Weatherization Energy Efficiency

Description: Distribution of energy and water conservation kits, fans and other materials and supplies

Source: Utilities and other non-profits

Integration/Coordination of resource with LIHEAP Program:

All leveraging resources are made available to clients during application intake.

Resource/Benefit #4: Weatherization

Description: Caulking, hot water jackets, door strips, outlet plugs, solar screens, refrigerators replacement and general repairs

Source: Entergy LA and Entergy New Orleans

Integration/Coordination of resource with LIHEAP Program:

All leveraging resources are made available to clients during application intake.

Resource/Benefit #5: Fuel Fund Assistance

Description: Funds to assist individuals with bill payment assistance for all fuel sources

Source: Utilities, churches, United Way and other Non-profits

Integration/Coordination of resource with LIHEAP Program:

All leveraging resources are made available to clients during application intake.

* Leveraged resources/benefits that are counted under criterion (iii) in 45 CFR 96.87(d)(2) must be identified and described in the grantee's LIHEAP plan and distributed as indicated in the plan. In addition, leveraging resources/benefits that are counted under criterion (ii) must be carried out under one or more components of the grantee's regular LIHEAP program.

statutory
references

2605(b) ➔Please describe performance goals and measures planned for the fiscal year. **(This entry is optional.)**
(performance)
goals and
measures)

Louisiana Housing Finance Agency (LHFA) through the partnership with the Louisiana Association of Community Action Partnerships (LACAP) has developed the following performance standards for Contractors administering the Low Income Home Energy Assistance Program (LIHEAP). Contractors are required to be in compliance with the standards throughout the term of this program schedule. LACAP Energy Department staff is available to work with Contractors throughout the program year to assist in meeting these standards. LACAP encourages more constructive communication between Contractors and LACAP. LACAP will evaluate Contractors on compliance during the annual program management reviews.

Risk Analysis. To ensure a more effective and efficient administration of the LIHEAP, LACAP has instituted a “Risk Analysis,” as a part of the monitoring process. As a result of the Risk Analysis, a Contractor may be placed on a “WATCH LIST” and subject to a reduction in funding. A work plan with timelines will be developed to improve performance weaknesses of Contractors placed on the Watch List.

New Applicants must be Encouraged. Of the LIHEAP applicants served during the 2007 program year, approximately 10% shall not have received a LIHEAP benefit during the previous program year. Outreach efforts should be made to ensure that previously not served, eligible populations are made aware of LIHEAP and are provided an opportunity to apply. The practice of the same households receiving a LIHEAP benefit year after year is discouraged.

Active Energy Conservation Education. Contractors shall require that applicants receive active, participatory energy conservation education, such as viewing a presentation or video, prior to receiving an energy payment. The education component of LIHEAP provides an opportunity to promote the most efficient use of energy. The practice of simply handing out a pamphlet or brochure does not fulfill the energy conservation education requirement.

Minimum Computer Requirements: The following table lists the minimum computer requirements that Contractors shall have in order to successfully submit payment requests electronically to LACAP. In addition to expediting the payment process, electronic processing will reduce the occurrence of errors and will allow for easy tracking of payments.

Computer Operating System	Windows 2000 OR Windows XP
Computer Resources	
Processor Speed	1.5ghz or faster
Memory Speed	256mb of RAM
Hard Drive	20 GB
Internet Connection Method	DSL OR Cable Modem
Internet Browser Version	Internet Explorer 6
Software	Word 2000; Excel 2000; Outlook 2000; MS Outlook for e-mail or compatible
Hardware	Laser Printer
Staff	One year experience or training in using computer to create documents and spreadsheets

ADDITIONAL CERTIFICATIONS AND REQUIREMENTS

Attached are additional certifications required as follows:

- * **Lobbying certification**, which must be filed by all States and territories. If applicable, Form LLL, which discloses lobbying payments, must be submitted. (**Tribes and tribal organizations are EXEMPT.**)
- * **Debarment and suspension certification**, which must be filed by all grantees.
- * **Drug-free workplace requirement certification**, which must be filed by all grantees, unless the grantee has filed a statewide certification with the Department of Health and Human Services. **STATES ONLY:** If you have filed a statewide certification for the drug-free workplace requirement, please check here: _____
- * One of the requirements included in the 1994 reauthorization of the statute is that state grantees must include in their annual application for funds a report on the number and income levels of households applying for and receiving LIHEAP assistance, and on the number of recipient households that have members who are elderly, disabled, or young children.

All Tribes and those territories with allotments of less than \$200,000 need only submit data on the number of households served by each component (heating, cooling, weatherization and crisis). The approval for the collection of information contained in the **LIHEAP Household Report** is covered by OMB approval number 0970-0060.

- * Though not a part of this application, the report on funds to be carried over or available for reallocation as required by section 2607(a) for the preceding year must be submitted by August 1 of each year. A grant award for the current fiscal year may not be made until the carryover/reallotment report is received. The approval for the collection of information contained in the **LIHEAP Carryover and Reallotment Report** is covered by OMB approval number 0970-0106.

LOUISIANA HOUSING FINANCE AGENCY

2008 Louisiana Low-Income Home Energy Assistance Program (LIHEAP)

PUBLIC HEARING

A public hearing will be held Thursday, August 16, 2007, at 10:00 A.M. in the V. Jean Butler Board Room, 2415 Quail Drive, Baton Rouge, Louisiana, for the purpose of receiving comments from the public relative to the use and distribution of the U.S. Department of Health and Human Services, Low Income Home Energy Assistance Program (LIHEAP) block grant funds for Program Year 2008 (October 1, 2007 thru September 30, 2008). Copies of the 2008 LIHEAP State Plan can be obtained prior to the public hearing by contacting the Louisiana Housing Finance Agency, Energy Assistance Department at 225-763-8700 or visit the Agency's website: www.lhfa.state.la.us.

The LIHEAP program provides services to low-income households throughout Louisiana, particularly, households in which elderly, handicapped and/or young children reside.

Purposes of the LIHEAP activities are:

- a. to reduce the burden of home heating and cooling expenses of low income households through direct payments to home energy suppliers;
- b. to conserve energy and reduce energy costs through the weatherization of dwelling units of low-income residents; and,
- c. to provide for energy crisis intervention in instances of weather related and/or supply-shortage emergencies.

The public is invited to comment and/or attend the public hearing. Any interested parties unable to attend may submit their comments in writing to the attention of the Energy Assistance Department at the above named agency by Thursday 16, 2007.

Louisiana Housing Finance Agency
Milton Bailey, President