

## FY 2020 Louisiana Low-Income Home Energy Assistance Program (LIHEAP) Model Plan

The mission of the Louisiana Housing Corporation is to ensure that every Louisiana resident is granted an opportunity to obtain safe, affordable, energy efficient housing.

The goal of the Louisiana Housing Corporation Low-Income Home Energy Assistance Program is to reduce the national and state consumption of fossil fuels and imported oil and assist eligible low income families reduce their residential heating and cooling energy costs.

### Components of the FY2020 LA LIHEAP Program

- Heating Assistance 11/15/2019 – 3/15/2020
- Cooling Assistance 4/1/2020 – 9/30/2020
- Crisis Assistance 10/1/2019 – 9/30/2020
- Weatherization Assistance 7/1/2020 – 6/30/2021

*\*Previously the Heating Assistance was offered October 1<sup>st</sup> to March 31<sup>st</sup>.*

### Allocation of FY2020 Funding

The percentages of funds used to operate each of the components are:

- Heating Assistance 25.00% (FY2019 30.00%)
- Cooling Assistance 37.50% (FY2019 35.50%)
- Crisis Assistance 10.00%
- Weatherization Assistance 15.00% (FY2019 12.00%)
- Administrative 10.00%
- Assurance 16 (Client Education) 2.50%

### Eligibility and Monitoring

- Program will use 60% of the State's median income to determine eligibility
- Clients are eligible once for each of the 4 components.
- 40 Sub-grantees serving 64 parishes for utility assistance
- 6 Sub-grantees serving 64 parishes for weatherization assistance

## FY2020 Plan Changes from FY2019

- **Section 2.4** Changed language from “Eligible households can receive two non-crisis benefit payments during a twelve-month period” to “Eligible households can receive one benefit payment during the heating season.”
- **Section 3.4** Changed language from “Eligible households can receive two non-crisis benefit payments, during a twelve-month calendar period.” to “Eligible households can receive one benefit payment during the cooling season.”
- **Section 5.5** Changed language from “Some homes are weatherized using a combination of both DOE and LIHEAP funds to maximize the effectiveness of weatherization.” to “Some homes are weatherized using a combination of DOE and LIHEAP funds for Incidental Repairs to maximize the effectiveness of the Energy Conservation Measures (ECMs).”
- **Section 5.8** Changed language from “The Hancock Energy Software automatically assigns a WAP ranking based on criteria set in policy. Eligible households are awarded points for family members' age, disability, number of occupants, months on the waiting list, high energy burden (25% of household total income used for energy cost), poverty level and the condition of dwelling unit.” to “The Hancock Energy Software automatically assigns a WAP ranking based on criteria set in policy. Eligible households are awarded points for children age 17 and under, elderly age 60 and older, disability, high energy burden (25% of household total income used for energy cost), and number of months on the waiting list.”
- **Section 5.9** Changed “Do you have a maximum LIHEAP weatherization benefit/expenditure per household? From “Yes” to “No”
- **Section 5.10** Removed the figure for the weatherization benefit/expenditure maximum
  - \*Note: We were previously using the Average Cost Per Unit (ACPU) in this field. As this number is an Average and not actually a maximum, the figure was removed. There is no maximum as long as the Subgrantee is staying below the Average Cost Per Unit overall.*
- **Section 5.11** Added Furnace Replacement, Major appliance Repairs, Windows/sliding glass doors (SIR>1), Doors (SIR>1), Cooling system replacement
- **Section 7.1** Changed the state telephone call center from 411 to 211.
- **Section 8.5a** Added Tribal Government to heating, cooling, and crisis.
- **Section 9.1.** There are 30 out of 202 energy vendors that are not set up to receive payments directly from the LHC. Changed to 89 out of 322.
- **Section 10.6** Changed “how many of those applications were Non-Crisis applications;” to “how many of those applications were Heating/Cooling applications;”

- **Section 10.6** Changed language “Applicants may currently apply for non-crisis benefits once every six months (once in the heating season and once in the cooling season)” to “Applicants may currently apply for non-crisis benefits once in the heating season and once in the cooling season”
- **Section 10.11** Updated to be 0
- **Section 10.12** Updated to be 0
- **Sections 11.2 – 11.6** Updated entire sections based upon public participation, Policy Advisory Council, and public hearing comments.
- **Section 13.2** Changed language “A percentage is set in the State Plan and the amount is budgeted, upon receipt of the grant award.” to “A percentage is set in the State Plan and the amount is obligated upon receipt of the grant award.”
- **Section 13.3** Updated: Assurance 16 funds were used to purchase energy kits, which included LED bulbs, energy calendars, energy wheels, and coloring books for children. Sub-grantees also purchased laptop computers, modems, scanners, televisions with built in DVD players, and portable printers to deliver educational videos and serve clients in rural areas who are unable to travel to an office. LED night lights, weather stripping tape, advertisement spots and materials were also purchased to educate the public about the LIHEAP program including personnel time. LHC is estimating 45,436 households will benefit from Assurance 16 funds based on preliminary numbers received from Subgrantees this year. The LHC is currently working with sub-grantees to utilize FY 2019 Client Education funds prior to the end of the 09/30/2020.
- **Section 15.1** Changed Vendor Formal Training Conference from “As needed” to “Annually”.
- **Section 16.1** Updated - LHC has worked with APPRISE, our HES software Developer, and LHC Technical Support department to collect the required performance data. LHC sent the vendor received data to APPRISE for assistance in determining the necessary calculations in February 2019. There has been some trouble converting and matching the data received from the vendors. LHC finalized the FY18 Performance Data in June 2019, with the help of Apprise, which is the earliest it has been finalized to date. LHC is in the process of determining which Subgrantees to pilot the Hancock LIHEAP Cloud software this year which has promised improvement to Performance Measure tracking. In October 2019, we will begin requesting vendor data for FY2019 and anticipate continued improvement in data collection as we have increased Subgrantee training.
- **Section 17.2.a**
  - Changed “Social Security Card is photocopied and retained” to “Applicant Only – Required” (same), “All Adults in Household – Requested” (previously Required), and “All Household Members – Requested” (previously Required).

- Changed “Social Security Number (Without actual Card)” to “All Adults in Household - Required” (previously blank) and “All Household Members – Required” (previously blank).
- **Section 17.2.b** Added exceptions to the 17.2.a policies:
 

“A photocopy of the original Social Security Card is required for the Applicant only. Exceptions are made from any Applicant 60 years of age or older or Applicants with disabilities. Applicants who meet these exceptions (elderly and/or disabled) may substitute the photocopy of the original card with any federal or state government agency generated document containing the name, SSN, and other identifying information of the individual.

All other household members must provide a SSN by either the original Social Security card or with any federal or state government agency generated document containing the name, SSN, and other identifying information of the individual. Exceptions are made for any child born with the previous twelve months of application for which the SSA has not issued a SSN yet.”
- **Section 17.3** Updated “Other – Describe:”
 

“Verified SSN with the Social Security Administration means that either an original Social Security Card is used or an original document issued by a federal or state government agency which contains the name, SSN, and other identifying information of the individual and was verified by that federal or state government agency’s means (i.e. SSA data match, Social Security card) was used.

Applicants are required to provide original Social Security cards. Exceptions are made from any Applicant 60 years of age or older or Applicants with disabilities. Applicants who meet these exceptions (elderly and/or disabled) may substitute the original card with any federal or state government agency generated document containing the name, SSN, and other identifying information of the individual.

All other Household members with a SSN verified with the Social Security Administration cannot be included on the LIHEAP application. Exceptions are made for any child born within the previous twelve months of application for which the SSA has not issued a SSN yet.”

*Previously stated “Applicants are required to provide Social Security cards for all household members. Household members without an authentic Social Security card or verified SSNs with the Social Security Administration cannot be included on the LIHEAP application.”*
- **Section 17.4** Added “Other – Describe: Client’s submission of an original document issued by a federal or state government agency which contains the name, SSN, or other identifying information of the individual and was verified by that federal or state government agency’s means (i.e. SSA data match, Social Security card) is accepted as proof of legal residency.”

- **Section 17.5** Added “Other – Describe: Food Stamp (SNAP) certification letter or printout dated within 30 days of application date for verification of Social Security benefits.
- **Section 17.6** Updated Other – Describe: Beginning in FY2019, LHC requires all users of the LIHEAP Hancock software to sign a Rules of Behavior form which covers confidentiality and security of client information annually.
- **Section 17.8** Added “Computer databases are periodically reviewed to verify accuracy and timeliness of payments made to utilities.
- **Section 17.9** Added “Centralized computer/system database is used to track payments to all vendors

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