

# Low Income Energy Assistance Program (LIEAP) Q & A

1. **Q. For the targeted group with a disabled household member, does that individual need to be the one receiving DAAS services or can it be anyone else in the household?**

A. *Yes. The disabled member has to be receiving a service under DAAS.*
2. **Q. EP Section 300.02--Are we to take applications on those not in the two targeted groups & immediately deny them or can we use a screening tool to identify those who should return in February (assuming funds are available)?**

A. *Counties can screen applicants and if they do not qualify as one of the targeted groups they can be advised to return 2/1. If the applicant insists on doing an application, take the application and deny it.*
3. **Q. Will a Notice of Approval or denial be required for LIEAP? If so, what form?**

A. *Yes a notice will be required. It will be an auto system-populated DSS 8107. There is also a paper online version of the form.*
4. **Q. Will there be a new manual application to use for outreach for LIEAP due to changes in the program? Our outreach workers won't have access to the online applications in the CIP system. Or, do we just use previous application paper work to gather needed information and then key into the system upon return to the agency?**

A. *Counties can use the revised DSS 8178, Energy Programs Application, which can be used for all Energy Programs.*
5. **Q. Are the Counties going to be responsible to pay the vendors up front and request reimbursement as with the CIP Program or will the State be issuing the payments to the vendors?**

A. *It's up to the counties how they choose to pay the vendor. Counties can use the same procedure they do for CIP payments. The state will not issue payments to vendors as all funding is disbursed to the counties.*
6. **Q. For DSS agencies that have more than one location, are we allowed to choose which location we will be taking applications at on particular days. Example: We will be in Office A on Monday, Wednesday, and Friday and Office B on Tuesday and Thursdays or must we provide application taking 8 – 5 every day in each location?**

A. *If an applicant comes into an agency that takes applications and requests to apply during the application taking period, they must be allowed to sign an application on the day they appear.*
7. **Q. Are we allowed to make appointments for LIEAP applications? Can we limit the number of appointments taken each day?**

A. *Everyone who wishes to apply for the Low Income Energy Assistance Program (LIEAP) must be given the opportunity to apply without delay during the appropriate application taking time frame and as long as funds are available. Scheduling appointments for LIEAP applications is not appropriate.*

8. **Q. When a specified person from the targeted group (60+ or disabled) comes in to apply, and there are individuals in the household who are not members of the targeted group, but the individuals have income, does the income and resources of the other members get counted the same as the targeted recipient?**

A. *The specified person definition is no longer applicable. If a client age 60 and over comes in and the other household members are under age 60, not disabled and receiving services through Aging and Adult Services, this household does not meet the target group requirements to apply during December and January; however, they are eligible to apply during February and March. If that same household applies in February, you would count the eligible household members income and resources. If a household member comes in to apply for LIEAP and the household contains a disabled person who receives DAAS services, the household is eligible to apply during December and January and you would count the eligible household members income and resources. For Energy assistance, all members of the household must be included in the case unless they are an ineligible alien.*

9. **Q. If a client is approved for a 400.00 credit to the store and ends up with a huge credit say 300.00 or more what am I to tell the store owner about what to do with the balance that isn't used? The money cannot be refunded back to the program correct? Can the store owner refund the client?**

A. *The DSS-8163, Home Energy Supplier Agreement, has to be used for all vendors. This agreement establishes how the vendor should treat payments. The county can produce other agreement forms with the vendor to make sure the vendor tracks and keeps a record of clients who may have balances left. Once the vendor is paid, they are responsible for making sure the money goes to the client for services. Most kerosene vendors establish a credit trail with clients and the county should be aware also. Money should not be refunded to the county or client.*

10. **Q. We are a little confused here in regards to which clients are eligible to apply for LIEAP starting December 1st. The Outreach Plan section states that the priority groups are:**

**~Elderly population age 60 and above and disabled persons receiving services through the Division of Aging and Adult Services.**

**~Families with young children age 5 and younger.**

**~Those individuals and families with the lowest income and highest relative energy cost and needs.**

**Then, section 300.02 states that “Applications for households containing only specified persons will be taken from December 1st through March 31st or until funds are exhausted.”**

**We are confused about which group begins December 1st. Is it just age 60 and above and disabled persons receiving Adult Services “or” households age 60 and above and specified households, as well as, disabled households receiving Adult Services?**

**And does EVERYONE living in the home have to meet these criteria?**

**A.** *Sections 200.02 and 300.02 have been revised since the Energy Training. Please refer to Change Notice 1-2011 dated October 27, 2011 for the updated manual section links. The time period for taking LIEAP applications is December 1st through March 31st. Listed below are the applicable time periods based on the household type:*

- 1. Applications for elderly persons age 60 and above or disabled persons receiving services through the Division of Aging and Adult Services (DAAS) will be taken from December 1st through January 31st or until funds are exhausted.*
- 2. Applications for all other households will be taken from February 1st-March 31st or until funds are exhausted. You should screen applicants to determine if they are eligible to apply during December and January. You would not take a LIEAP application on December 1st if the household is not in the target group. If the applicant insists on applying, you would take the application and deny it with the appropriate denial reason. Evaluate the household for other energy programs that they may be eligible for.*

**11. Q. Can LIEAP applications be mailed out to elderly/disabled to complete without a telephone interview taking place?**

**If so, can the application be processed as rec'd or does a telephone interview have to be completed before keying the application into the system?**

**A.** *Applications should only be mailed to applicants who are not able to come into the agency as outlined in policy. The procedure for completing a telephone interview should be followed on all applicants who are mailed an application.*

**12. Q. I need some clarification regarding the LIEAP policy that will be effective 12/1/2011. It is my understanding from the training that one of the eligibility requirements to qualify for LIEAP during the application timeframe of 12/1/2011 – 1/31/2011 is that all members of the household must be 60 years or older or disabled and receiving services through the Division of Adult and Aging Services. So for example, a household consist of a disabled parent receiving SSI and a disabled child under the age of 18 receiving SSI. The parent receives services through the Division of Adult and Aging Services however the disabled child is not receiving services through the Division of Adult and Aging services. Does this household qualify if they meet all other eligibility criteria? Both are considered specified individual, however both are not receiving services through the Division of Aging and Adult Services.**

**A.** *Yes, this household is eligible. The target households eligible to apply starting 12/1 are those households where all HH members are age 60 or older or households containing a disabled member ( disabled as defined in*

EP 300.02) who is receiving a service under DAAS. The two target groups are households in which all household members are 60 years of age or older and households that have at least ONE disabled member who is receiving a service under DAAS. In this group not all HH members have **to be disabled**.

13. **Q. Yearly we deal with customers and their primary heating source is Kerosene which is not delivered by a vendor/supplier. These applicants primary heating source is a free standing kerosene heater and applicants go to a local convenient store to purchase kerosene in \$20.00 to \$50.00 increments as needed when needed for the heating season. Kerosene payments are \$400.00 this heating season according to policy. Since payments are paid directly to the vendor please advise a method of payment for this heating source. These households have no other heating source.**
- A. *The DSS-8163, Home Energy Supplier Agreement, has to be used for all vendors. This agreement establishes how the vendor should treat payments. The county can produce other agreement forms with the vendor to make sure the vendor tracks and keeps a record of clients who may have balances left. Once the vendor is paid, they are responsible for making sure the money goes to the client for services. Most kerosene vendors establish a credit trail with clients and the county should be aware also. Money should not be refunded to the county or client.*
14. **Q. Client is over 60, lives alone, is going to apply for LIEAP as soon as program begins. Based on conversation with her today, she will meet all other eligibility requirements. During our phone call, I asked her what her primary source of heat was. She said natural gas, but without electricity, she cannot use the gas heat. Am thinking that we would issue our LIEAP payment to Piedmont Gas?**
- A. *Yes, if she applies and is approved for LIEAP, you would send that payment to her gas vendor.*
15. **Q. Can you tell me if individuals in the CAP program meet the requirements to be included in the “priority groups” that will be the first served under new LIEAP guidelines? Is there a list available anywhere showing all the qualifying programs under DAAS?**
- A. *The target population consists of elderly persons age 60 and above or disabled persons receiving services through the Division of Aging and Adult Services. Disabled persons are defined as receiving SSI, SSA, or VA disability payments. All members of the household must be age 60 and above or at least one household member must be disabled and receiving services through the Department of Aging and Adult Services (DAAS). The Community Alternative Programs or CAP is special Medicaid for individuals placed in the community who are at risk of institutionalization, the individual still needs to meet one of the target groups. Medicaid is not a DAAS service. Refer to Dear County Director Letter 27-2011 dated October 24, 2011 for a link to the DAAS list of services for older and disabled adults.*
16. **Q. If you have a household and everyone receives SSI, and less than 60 years old, and they do not receive DAAS services then they are not in the target**

**group and must wait until Feb. 1, 2012 to apply for LIEAP. It does not matter that they are disabled and receive SSI, is this correct?**

A. *Yes, that is correct. The target population 12/1/11 to 1/31/12 for LIEAP applications consists of: households with all members 60 or older and households that have at least one disabled member who is receiving a service under DAAS.*

**17. Q. Applicant is 65 yr old who is on regular SSA and in the home is a 55 yr old friend on SS disability- this household would be eligible to apply. (Reason the entire household is over 60 or disabled) right?**

A. *No. The entire household is not 60 and above, or the disabled household member must be receiving a service under DAAS.*

**18. Q. Applicant is 65 yr old on SSA disability with 15 yr grandchild in home- this household is eligible to apply. (Reason there is at least one household member that is disabled) Right?**

A. *No. All household members have to be 60 or older or the household has to have a disabled member that is receiving a service under DAAS.*

**19. Q. Applicant is 65 yr old on regular Social Security with 58 yr old friend in home. This case is not eligible during Dec and Jan but may apply in Feb or March? (Reason the entire household is not over 60 or anyone disabled)**

A. *Correct.*

**20. Q. Applicant is 70 yr old receiving regular SSA in the home is also daughter age 45 with her 2 SSI children ages 15 and 17. This household is ineligible during Dec and Jan but may apply in Feb or March (reason there is not a disabled adult receiving services through the DAAS since these are disabled children). They may apply during February and March.**

A. *Correct.*

**21. Q. Same scenario as # 20 except SSI recipients are 18 and 20- this makes them disabled adults who uses Greenway transportation through DAAS making household eligible.**

A. *Correct.*

**22. Q. Same scenario as # 21 but SSI recipients don't receive services from any of the DAAS. All in home are aged or disabled but the disabled are not receiving DAAS services. Would they qualify?**

A. *Not during the priority months. They can apply after 1/31.*

**23. Q. How will counties be able to identify disabled people that were receiving services through the Division of Aging and Adult Services? We understand**

**there may be a list sent to counties from DAAS to verify that information. Once we receive the list, does that mean the people on the list are the only ones that can apply in December and January unless everyone in the household is age 60 and older?**

- A. *The Division of Aging and Adult Services is currently working on the list of clients receiving DAAS services. Counties will be notified once the list is finalized and ready for use. Once you receive the list, it should be used as verification of DAAS services for any disabled (receiving SSI, SSA, or VA disability) household member that applies in December and January. If a disabled member states they receive DAAS services but is not on the list, you may have to contact Aging and Adult Services for additional verification.*

*All other households that apply in December and January must contain only individuals who are age 60 and over.*

**24. Q. Can the client have someone come into the agency and apply for benefits for them and do we need to have them complete a DSS-1688?**

- A. *The applicant may have someone come into the agency and apply for benefits on their behalf as long as the representative provides a written statement from the actual applicant. A DSS-1688 is not needed for Energy.*

**25. Q. Can a client receive LIEAP and CIP on the same day?**

- A. *A client may receive LIEAP and CIP on the same day if eligible. CIP has to be used to alleviate a crisis. LIEAP is a heating assistance program and does not require a crisis determination. LIEAP payments to vendors can end up being a credit on the clients account. Clients have always been able to receive both CIP and LIEAP at the same time.*