



Overview of Changes to the 2021 LIHEAP State Plan

1. Section 1 (Program Components) –

- Changed start and end dates of Heating and Crisis Assistance Components to be from July 27, 2020 through June 30, 2021, in response to the COVID-19 pandemic.
- In addition, no priority groups will be established under the 2021 LIHEAP State Plan, in order to assist also households with income loss or furloughed.
- Insurance payments made directly to the insured has been added as a Countable Income on question 1.8.

2. Section 2 (Heating Assistance)-

- Eligibility threshold has been increased to 200% FPL in response to COVID-19
- The priority in eligibility to elderly, disabled, young children and disconnected households has been removed. Instead, the program will be available to all applicants beginning July 27, 2020.
- Updated LIHEAP Benefit Levels. See attached. The updated LIHEAP Benefit Matrix represents a 10% increase to natural gas and electricity for individuals in the 0-50% of the federal poverty level.

3. Section 4 (Crisis Assistance)-

- Eligibility threshold has been increased to 200% FPL in response to COVID-19
- Updated Reconnection Assistance will be provided to eligible households regardless of restoration of energy service.
- The Good Faith Effort (GFE) and Customer Payment Responsibility (CPR) requirements have been overridden.
- The end date of Furnace Assistance has been changed to April 30, 2021, instead of March 31.

- The priority in eligibility to elderly, disabled and, young children households has been removed. Instead, Reconnection Assistance will be also available to all applicants beginning July 27, 2020.
- The type of Crisis Assistance has been changed from Winter Crisis to Year-round Crisis on question 4.12.

4. Section 5 (Weatherization Assistance)-

- Updated question 5.5. that covers homes that have been weatherized will qualify for re-weatherization assistance using HHS funding every 10 program years have been re-worded for clarification.
- Updated question 5.10 to indicate the maximum LIHEAP Weatherization benefit expenditure per household has been changed to \$9,750 instead of \$10,000.

5. Section 6 (Outreach)-

Added “Inform low income applicants of the availability of all types of LIHEAP assistance at application intake for other low-income programs” as one of the outreach methods that will be used.

6. Section 7 (Coordination)-

Intake referrals to/from other programs

7. Section 8 (Agency Designation)-

Updated question 8.5 to indicate LAAs are not administering a Cooling program.

8. Section 10 (Program, Fiscal Monitoring and Audit)-

Updated question 10.12 indicating there are three local agencies that are on Corrective Action Plans for financial accounting and administrative issues.

9. Section 11 (Timely and Meaningful Public Participation)-

- Added/Clarified Request for comments on draft is recorded instead of advertised.
- Public Hearing Date: Wednesday, August 5 from 10:00 to 11:30 a.m. The purpose of the Public Hearing is to receive comments from the public concerning the draft 2021 LIHEAP State Plan.

10. Section 12 (Fair Hearings)-

Added Appeal Rights also are available on the Department's website, and on the Customer Inquiry webservice that customers may visit to check the status of their application to the list of how and when do we inform customers about their rights on question 12.7.

11. Section 13 (Reduction of home energy needs)-

Section is currently being updated.

12. Section 15 (Training)-

- Added as “Other” training provided, “Procedure Letters containing policies and procedures are also sent to the LAAs and followed up with webinars” to the list of training on policies and procedures on section 15.1.

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