DETAILED MODEL PLAN (LIHEAP)

Program Name: Low Income Home Energy Assistance
Grantee Name: DELAWARE DEPARTMENT OF HEALTH & SOCIAL SERVICES
Report Name: DETAILED MODEL PLAN (LIHEAP) Revision # 1
Report Period: 10/01/2026 to 09/30/2027
Report Status: Submission Accepted by CO (Revision #1)

Report Sections

1. ***Mandatory Grant Application SF-424***
2. ***Section 1 - Program Components***
3. ***Section 2 - HEATING ASSISTANCE***
4. ***Section 3 - COOLING ASSISTANCE***
5. ***Section 4 - CRISIS ASSISTANCE***
6. ***Section 5 - WEATHERIZATION ASSISTANCE***
7. ***Section 6 - Outreach, 2605(b)(3) - Assurance 3, 2605(c)(3)(A)***
8. ***Section 7 - Coordination, 2605(b)(4) - Assurance 4***
9. ***Section 8 - Agency Designation,, 2605(b)(6) - Assurance 6***
10. ***Section 9 - Energy Suppliers,, 2605(b)(7) - Assurance 7***
11. ***Section 10 - Program, Fiscal Monitoring, and Audit, 2605(b)(10) - Assurance 10***
12. ***Section 11 - Timely and Meaningful Public Participation, , 2605(b)(12) - Assurance 12, 2605(c)(2)***
13. ***Section 12 - Fair Hearings,2605(b)(13) - Assurance 13***
14. ***Section 13 - Reduction of home energy needs,2605(b)(16) - Assurance 16***
15. ***Section 14 - Leveraging Incentive Program ,2607A***
16. ***Section 15 - Training***
17. ***Section 16 - Performance Goals and Measures, 2605(b)***
18. ***Section 17 - Program Integrity, 2605(b)(10)***
19. ***Section 18: Certification Regarding Debarment, Suspension, and Other Responsibility Matters***
20. ***Section 19: Certification Regarding Drug-Free Workplace Requirements***
21. ***Section 20: Certification Regarding Lobbying***
22. ***Assurances***
23. ***Plan Attachments***

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: 02/28/2028

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)
MODEL PLAN
SF - 424 - MANDATORY

*** 1.a. Type of Submission:** (•) Plan	*** 1.b. Frequency:** (•) Annual	*** 1.c. Consolidated Application/ Plan/Funding Request?** **Explanation:**	*** 1.d. Version:** (•) Initial ( ) Resubmission ( ) Revision ( ) Update
		2. Date Received:	**State Use Only:**
		3. Applicant Identifier:	
		4a. Unique Entity Identifier (UEI) DUX6LETM8MN1	**5. Date Received By State:**
		4b. Federal Award Identifier: DELIEA	**6. State Application Identifier:**

7. APPLICANT INFORMATION

*** a. Legal Name:** State of Delaware

*** b. Address:**

*** Street 1:**	1901 N. DuPont Highway	**Street 2:**	CD BLDG.
*** City:**	NEW CASTLE	**County:**	Delaware
*** State:**	DE	**Province:**	
*** Country:**	United States	*** Zip / Postal Code:**	19720 -

c. Organizational Unit:

Department Name:	**Division Name:**
Department of Health and Social Services	Division of Social Services

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:**	*** Last Name:**
Haly	Laasme McQuilkin
Title:	**Organizational Affiliation:**
DE Energy Assistance Director	State of Delaware
*** Telephone Number:**	**Fax Number**
302-255-9744	302-255-4463

*** Email:** Haly.Laasme-McQuilkin@delaware.gov

*** 8. TYPE OF APPLICANT:**
A: State Government

*** a. Is the applicant a Tribal Consortium:** ( ) Yes (•) 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:
Statewide

11. AREAS AFFECTED BY FUNDING:
State of Delaware

12. CONGRESSIONAL DISTRICTS OF APPLICANT:
00

13. FUNDING PERIOD:

a. Start Date:	**b. End Date:**
10/01/2026	09/30/2031

*** 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?**

○ YES

◉ 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** ☑

**** 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 Haly Laasme McQuilkin	**17c. Telephone (area code, number and extension)**
	17d. Email Address Haly.Laasme-McQuilkin@delaware.gov
17b. Signature of Authorized Certifying Official E-sign	**17e. Date Report Submitted (Month, Day, Year)** 09/22/2026

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: 02/28/2028

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
☑	Heating assistance	10/01/2026	04/30/2027
☑	Cooling assistance	05/01/2027	08/31/2027
☐	Summer crisis assistance		
☐	Winter crisis assistance		
☑	Year-round crisis assistance	10/01/2026	09/30/2027
☑	Weatherization assistance	10/01/2026	09/30/2027

Provide further explanation for the dates of operation, if necessary

Heating assistance application process is 1 September - 31 March, Cooling (Air Conditioning) assistance application process is 1 April - 15 August. Crisis assistance application process is ongoing but dependent on the weather conditions.Cooling (Air Conditioning) assistance application process Period: 1 April - 15 August. Heating Operation Period: 10/01/2026-04/30/2027. Heating Application Period: 09/01/2026-03/31/2027. Heating Funding Period: 10/01/2026-04/07/2027. Heating Benefit Delivery Period for Delivered Fuels:10/01/2026-04/30/2027. Heating Benefit Period for Non-Delivered Fuels:10/01/2026-03/31/2027. Heating Reconciliation is executed monthly, and the last Due Date for Energy Vendors is 05/31/2027.

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	47.60%	37.60%
Cooling assistance	10.00%	20.00%
Summer crisis assistance	0.00%	0.00%
Winter crisis assistance	0.00%	0.00%
Year-round crisis assistance	20.00%	23.00%
Weatherization assistance	10.00%	10.00%
Carryover to the following federal fiscal year	3.00%	3.00%
Administrative and planning costs	7.00%	7.00%

Services to reduce home energy needs including needs assessment (Assurance 16)	2.40%	2.40%
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:

☐	**Heating assistance**	☑	**Cooling assistance**
☐	**Weatherization assistance**	☑	**Other (specify:)** Year-round Crisis

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	○ Yes ○ No	○ Yes ○ No	○ Yes ○ No	○ Yes ○ No
SSI	○ Yes ○ No	○ Yes ○ No	○ Yes ○ No	○ Yes ○ No
SNAP	○ Yes ○ No	○ Yes ○ No	○ Yes ○ No	○ Yes ○ No
Means-tested Veterans Programs	○ Yes ○ No	○ Yes ○ No	○ Yes ○ No	○ Yes ○ 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.

1.5 Do you automatically enroll households without a direct annual application? ○ Yes ◉ No

If Yes, explain:

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?

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

☐	**Once Per Year**
☐	**Once every five years**
☐	**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?

☐	**Gross Income**
☐	**Net Income**
☑	**Other - Describe** Adjusted Gross Income by deducting federal, state, city payroll taxes.

1.9. Select all the applicable forms of countable income used to determine a household's income eligibility for LIHEAP

☑	**Wages**
☑	**Self - Employment Income**

☑	**Contract Income**
☐	**Payments from mortgage or Sales Contracts**
☑	**Unemployment insurance**
☐	**Strike Pay**
☑	**Social Security Administration (SSA) benefits**
	☐ **Including MediCare deduction** ☑ **Excluding MediCare deduction**
☑	**Supplemental Security Income (SSI)**
☑	**Retirement / pension benefits**
☑	**General Assistance benefits**
☑	**Temporary Assistance for Needy Families (TANF) benefits**
☐	**Loans that need to be repaid**
☐	**Cash gifts**
☐	**Savings account balance**
☐	**One-time lump-sum payments, such as rebates/credits, winnings from lotteries, refund deposits, etc.**
☐	**Jury duty compensation**
☑	**Rental income**
☐	**Income from employment through Workforce Investment Act (WIA)**
☐	**Income from work study programs**
☑	**Alimony**
☑	**Child support**
☑	**Interest, dividends, or royalties**
☑	**Commissions**
☐	**Legal settlements**
☐	**Insurance payments made directly to the insured**
☐	**Insurance payments made specifically for the repayment of a bill, debt, or estimate**
☑	**Veterans Administration (VA) benefits**
☐	**Earned income of a child under the age of 18**
☐	**Balance of retirement, pension, or annuity accounts where funds cannot be withdrawn without a penalty.**
☐	**Income tax refunds**

☐	**Stipends from senior companion programs, such as VISTA**
☐	**Funds received by household for the care of a foster child**
☐	**Ameri-Corp Program payments for living allowances, earnings, and in-kind aid**
☐	**Reimbursements (for mileage, gas, lodging, meals, etc.)**
☑	**Other** Worker's compensation is counted as income. For social security and pensions, countable income is gross income minus health deductions.

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.

1.10 Do you have an online application process ◉ **Yes** ○ **No**

1.10a If yes, describe the type of online application (Select all boxes that apply)

☑	**A PDF version of the application is available online and can be downloaded, filled out and mailed in for processing.**
☐	**A state-wide online application that allows a customer to complete data entry and submit an application electronically for processing.**
☐	**One or more locally available online applications that allows a customer to complete data entry and submit an application electronically for processing.**
☐	**Online application that is also mobile friendly**
☑	**Other, please describe** **You can start application process online but currently you cannot finish it.**

Please include a link(s) to a statewide application, if available:

https://assist.dhss.delaware.gov/

https://www.ccwilm.org/basic-needs/energy-assistance/

https://ecasavesenergy.org/services/delaware/utility-bill-assistance/

1.10b Can all program components be applied for online? ○ Yes ◉ No

If no, explain which components can and cannot be applied for online.

You can start LIHEAP heating application online.

1.11 Do you have a process for conducting and completing applications by phone ○ Yes ◉ No

1.12 Do you or any of your subrecipients require in person appointments in order to apply ○ Yes ◉ No

If yes, please provide more information regarding why in-person appointments are required and in what circumstances they are required.

In-person appointment is not required if a person is able to complete the process by digital means, mail, etc.

1.13 How can applicants submit documentation for verification? Select all that apply:

☑	**In-person**
☑	**Mail**
☑	**Email**
☐	**Portal application**
☑	**Other, please describe** Fax

Hidden for Section 1

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: 02/28/2028

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	All Household Sizes	State Median Income	60.00%

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:

Renters Living in subsidized housing? (●) Yes ( ) No

If yes, describe:

When heat is not included in rent, they receive a flat benefit if their rent is within certain amount. If their rent is greater than a certain amount, then the heating benefit is issued based on LIHEAP heating matrix.

Renters with utilities included in the rent? (●) Yes ( ) No

If yes, describe:

If heat is included in rent and the household pays the entire rent amount, the fuel type for the benefit is determined to be electric.

Do you give priority in eligibility to:

Older Adults (60 years or older)? (●) Yes ( ) No

If yes, describe:

Please refer to Section 2.3, under the heading “Explanations of policies for each ‘yes’ checked above,” for additional details.

Individuals with a disability? (●) Yes ( ) No

If yes, describe:

Please refer to Section 2.3, under the heading “Explanations of policies for each ‘yes’ checked above,” for additional details.

Young children? (●) Yes ( ) No

If yes, describe:

Please refer to Section 2.3, under the heading “Explanations of policies for each ‘yes’ checked above,” for additional details.

Households with high energy burdens? ( ) Yes (●) No

If yes, describe:

Other? ( ) Yes (●) No

If yes, describe:

Explanations of policies for each "yes" checked above:

Renters living in subsidized housing:

The policy for renters living in subsidized housing when heat is not included in the rent is that State specifies the flat payment and the ceiling amount for the rent per month. If rent in subsidized housing is greater than the ceiling amount specified by the State, then the LIHEAP benefit is issued according to the LIHEAP DEAP Benefit Matrix.

Elders, Disabled or Young Children:

Once the LIHEAP applicant has been certified it receives a score. Household members are associated with a specific LIHEAP application for the fiscal year. This data is stored in household table. On each save of an application a procedure called UpdateLiheapApplication_S1 executes. Within this procedure all household members are evaluated.

Household members are stored in a table by application number and client identification. The household table references the LIHEAP client table to obtain date of birth and disability status of each member. Once the LIHEAP applicant has been certified it is assigned a score. According to the data received, the points are assigned in the following manner.

One point is added for each member of the household that is disabled. One point is added for each member of the household that is under 6 years at the date of the application. One point is added for each member of the household that is 60 years of age or older at the date of the application.

The date of birth is evaluated against the LIHEAP application date using a procedure named CalculateAge_F1 to determine age. This procedure returns the age of the member on the date that the application was created. If the age is “60 or over” or is “less than 6” one point is assigned to the application. If the household member has a disability, another point is added. There is no upper limit to the score.

Examples: A) If a household has 10 members and 2 members are 60 or older the application is scored with 2 points. If one of the members is also disabled, then additional point is added bringing the total to 3 points. B) If a household has a child under the age of 6 years, one point is assigned to this application. If another member of the household is older than 5 and less than 60 but is disabled, an addition point is added bringing the total to 2 points. C) If a household has a child under the age of 6 years and is disabled, 2 points assigned to this application.

Procedure: When these applications are processed for funding the applications with the highest score that are certified are processed first in the order that they were entered into the system, the rest in descending order. Other applications that had a score of zero and are certified are funded last as long as they met the constraints of household size and poverty level. This is a batch process that only funds applications to the extent of the available funding. If at any time during this process there are insufficient funds to fund the current application, it will look at the next application to see if it can fully fund that application. It will repeat this process until the available balance is zero or it runs out of applications.

Example: There are 10 households that scored three, 20 households that scored two, 5 households that scored one and 65 households that scored zero. The available funding is 50,000. The process will first process and fund the 10 households that scored three in the order that they were received. It would next do the same with the 20 households that scored two and so on, until it runs out of funds.

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.

LIHEAP program is priority coded for Elderly, Disabled, and Families with Young Children. In addition, elderly and disabled have the opportunity for early application processing. For additional explanation please refer to Section 2.3 under the heading “Explanations of policies for each ‘yes’ checked above.”

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

- [x] **Income**
- [x] **Family (household) size**
- [x] **Home energy cost or need:**
  - [x] **Fuel type**
  - [ ] **Climate/region**
  - [ ] **Individual bill**
  - [ ] **Dwelling type**
  - [x] **Energy burden (% of income spent on home energy)**
  - [x] **Energy need**
  - [x] **Other - Describe:**

The calculation of the heating benefit amount is dependent on the Delaware home energy burden data used for the federal performance measures report. For the federal fiscal year (FFY) 2027 benefit matrix the 2025 report data was used. The benefits are also weighted according to the fuel type. The weights are dependent on the average expenditures for heating fuels that are calculated according to the estimated quantities from the "Short Term Energy Outlook" that is published by United States Energy Information Administration (EIA) and the estimated residential prices from the EIA published monthly and weekly pricing reports for Delaware. For the FFY 2027 benefit matrix, the EIA information published in April 2026 was used. The subsidized housing flat benefit and rent ceiling are calculated by using "HUD 50th Percentile Rent Estimates" and "HUD Program Section 8 Income Limits" published by Office of Policy Development and Research, United States Department of Housing and Urban Development on May 2026. For the FFY 2027 benefit matrix the 2026 50th Percentile Rents and FFY 2026 Income Limits were used.

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	$100	**Maximum Benefit**	$2,496

2.7 Do you provide in-kind (e.g., blankets, space heaters) and/or other forms of benefits?2 (•) Yes ( ) No

If yes, describe.

We are planning to provide blankets. Blankets are distributed to the clients during the heating or crisis intake process(after the non-profit agency has purchased them). We also provide blankets to clients who receive energy education under Assurance 16 to decrease households' energy bills.

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.

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: 02/28/2028

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	All Household Sizes	State Median Income	60.00%

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:

Do you have additional/differing eligibility policies for:

Renters? ( ) Yes (●) No

If yes, describe:

Renters Living in subsidized housing? ( ) Yes (●) No

If yes, describe:

Renters with utilities included in the rent? ( ) Yes (●) No

If yes, describe:

Do you give priority in eligibility to:

Older Adults (60 years or older)? (●) Yes ( ) No

If yes, describe:

Please refer to Section 2.3, under the heading “Explanations of policies for each ‘yes’ checked above,” for additional details.

Individuals with a disability? (●) Yes ( ) No

If yes, describe:

Please refer to Section 2.3, under the heading “Explanations of policies for each ‘yes’ checked above,” for additional details.

Young children? (●) Yes ( ) No

If yes, describe:

Please refer to Section 2.3, under the heading “Explanations of policies for each ‘yes’ checked above,” for additional details.

Households with high energy burdens? ( ) Yes (●) No

If yes, describe:

Other? ( ) Yes (●) No

If yes, describe:

Explanations of policies for each "yes" checked above:

The Summer Cooling Assistance Program (SCAP) has two components: Electricity and Air Conditioning (A/C). SCAP provides cooling assistance to eligible low-income households to reduce their energy burden by subsidizing the cost of their summer home energy bills and/or paying for the purchase, delivery and installation of room-sized air conditioners (A/C). The purpose of SCAP is to assist low-income households that are especially vulnerable to high temperatures, heat, and humidity. Therefore, the SCAP is targeted to households with members sixty or older, disabled, children five and under, and members that suffer from chronic breathing conditions, such as asthma or chronic obstructive pulmonary diseases of chronic bronchitis or emphysema. However, there can be exceptions to the targeted households depending on the availability of funding.

In addition, since FFY 2016, the SCAP A/C requires that the household has not received an air conditioner under SCAP A/C during the last ten (10) years. If the household is requesting an A/C during this period, they must provide a bonafide justification for requesting another air conditioner. (For example, to receive a replacement for a stolen A/C, the applicant has to submit the police report). The Unit of Service is defined as the installation of one room-sized air conditioner per one vulnerable household member, with a maximum of two (2) air conditioners per

household.

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

The cooling assistance is only provided to the vulnerable population, unless there is sufficient funding to extend the eligibility for the assistance to other portions of the population. SCAP Electric benefits are flat benefits and everyone who is eligible receives the same amount. If SCAP Electric assistance is extended to the entire eligible population, everyone who has applied for LIHEAP during the program year, will receive the same SCAP Electric benefit.

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):

- [x] **Income**
- [x] **Family (household) size**
- [x] **Home energy cost or need:**
  - [ ] **Fuel type**
  - [ ] **Climate/region**
  - [ ] **Individual bill**
  - [ ] **Dwelling type**
  - [ ] **Energy burden (% of income spent on home energy)**
  - [ ] **Energy need**
  - [x] **Other - Describe:**

Cooling Benefit Matrix is not provided because the Cooling Electric Benefit amount depends on the funds available during the summer and it is distributed only to the LIHEAP eligible households. Cooling Electric Benefit is calculated equally between all the eligible households. Hence, all the eligible households usually receive the same amount for the benefit. Air Conditioners are provided only to LIHEAP eligible households that include vulnerable population members. The households are considered categorically eligible for SCAP AC if they have received LIHEAP assistance during the same program year than they are requesting SCAP AC benefit, as long as the additional requirements of SCAP AC eligibility have been fulfilled. Hence, the same matrix is relevant for heating and cooling.

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**	$1,250

3.7 Do you provide in-kind (e.g., fans, air conditioners) and/or other forms of benefits? (•) Yes ( ) No

If yes, describe.

Yes, we provide fans if they are purchased by the contractor or community-action agency.

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.

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: 02/28/2028

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	All Household Sizes	State Median Income	60.00%

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.

TEMPORARY POLICY CHANGES.

LIHEAP Office will be executing a waiver for one of the ECIP criteria in 2027 program year (October 1, 2026 - September 30, 2027). LIHEAP will waive the requirement for temperature thresholds to file the crisis application. Hence, the households can file the crisis applications for all fuel types without the subsequent 72 hours of the heat index being forecasted to be 95 degrees in Fahrenheit or more OR the temperature being forecasted to be at or below 40 degrees in Fahrenheit. Households can file crisis applications for all fuel types under any temperature threshold during the 2027 program year.

LIHEAP thresholds for crisis are as follows: a) delivered fuels $1,500, b) non-delivered fuels $1,500, c) equipment $10,000. See Section 4. 9 for clarification of benefit caps.

REGULAR POLICY.

LIHEAP POLICY MANUAL, SECTION 300, BENEFITS AND SERVICES

302. Crisis Intervention Program (CIP)

Crisis Intervention Program has two components; Energy Crisis Intervention Program (ECIP) and Code Purple.

302.1 Energy Crisis Intervention Program (ECIP)

Energy Crisis Intervention Program (ECIP) provides assistance to the eligible households in the form of:

1. Regular Crisis that assists households year-round with bill or equipment assistance contingent on:

1.1 Distinct weather conditions and financial resources;

1.2 Disaster or State of Emergency.

2. Flat Crisis that assists households with portion of energy bill, as a supplemental benefit, if there are adequate funds available and state office declares crisis payment because:

2.1 Prolonged severe or extreme weather event;

2.2 Upsurge in the price of home energy fuel type;

2.3 Disaster of State of Emergency

Eligible households can receive more than one ECIP benefit per program year depending on the availability of funds and crisis situation.

A. ECIP Regular Crisis

ECIP Regular Crisis is a year-round crisis program that assists eligible households with an energy crisis when the weather conditions of the subsequent 72 hours pose a serious threat to the health or safety of one or more members of the eligible household or when the state declares a state of emergency or disaster.

Regular Crisis is designed for the households that have been disconnected or are in the process of being disconnected from the energy source, or are under payment arrangement to avoid disconnection, or have received a rejection for future energy services. Additionally, the state could authorize a regular crisis benefit to the household for resolving the energy access issue that directly impedes the utilization of FAP benefit.

ECIP Regular Crisis is administered by Contractor, and it is activated when the forecast, on any day, at 8:30 am states that within the subsequent 72 hours the heat index is forecasted to be 95 degrees in Fahrenheit or more OR if the temperature is forecasted to be at or below 40 degrees in Fahrenheit. Contractor’s offices in Wilmington, Dover, and Georgetown will check for their respective forecasts through the National Oceanic and Atmospheric Administration (NOAA).

ECIP is defined as: Assistance during the energy crisis situation. The eligible residents of the State of Delaware with adjusted gross household income less than or equal to 60% of State Median Income, who are responsible for paying an energy bill, are considered to be experiencing an energy crisis whenever:

1. Weather conditions of the subsequent 72 hours pose a serious threat to the health or safety of one or more members of the eligible household OR the state has declared Disaster or State of Emergency; AND

2. Financial assessment demonstrates the household to be without sufficient resources for alleviating the crisis; AND

3. Household has no prospect for receiving resources within forty-eight (48) hours that could alleviate the crisis (Household is determined to be in a life-threatening situation if it can directly or indirectly lead to death of the member of the eligible household unless some form of assistance has been provided no later than eighteen (18) hours after the household has applied for ECIP benefit); AND

4. Household utility services for heating and cooling have been disconnected or energy source of delivered fuel vendor 100% depleted with rejection to future services; OR

5. Household is under the payment arrangement with utility services or delivered fuel vendor to avoid disconnection/rejection of future services; OR

6. Household has received a notice from the utility services for disconnection or has less than 1/4th of standard allocation from the delivered fuel vendor with rejection to future services; OR

7. Division has authorized crisis payment, which can include emergency repair of non- functional heating or cooling equipment. This section also covers ECIP Regular Crisis benefits authorized by State during Disaster or State of Emergency.

B. ECIP Flat Crisis

ECIP Assistance can also become available for the eligible households if the State declares the crisis payment to the households as a supplemental benefit because of prolonged severe or extreme weather, or the upsurge in the price of the home energy fuel type, or extreme weather event, or disaster or state of emergency.

C. Disaster or State of Emergency

In the case of disaster or state of emergency or extreme weather event, like a hurricane, tornado, flood etc. There is no difference in income eligibility between Crisis and Disaster assistance, both will be following the 60% of the State Median Income.

The LIHEAP disaster policy could be activated by the following possible disasters: Storm, Flood, Tornado, Epidemics, Hurricane, Fire, Explosion, Earthquake, Landslide, Subsidence, CBRN, PH Emergency, Extreme Heat, Extreme Cold/ Blizzard, Industrial Accident, Transport Accident, Volcanic Activity, Tsunami.

Under LIHEAP disaster policy the state could temporarily change the eligibility thresholds and criteria for crisis depending on the funds available and the effect of the disaster on the LIHEAP eligible population. For example, the state may waive temperature requirements for activation of crisis or increase ceilings of allowed crisis benefits.

See Reference Document – DELAWARE LIHEAP STATE PLAN

1. Epidemics Policy

1.1 LIHEAP ECIP Disaster Epidemics Policy is activated when the state declares state of emergency or disaster for managing the spread of communicable diseases.

1.2 The aim of this policy is to mitigate the households' burden of energy cost accumulated during the quarantine or isolation.

1.3 Under this policy, LIHEAP, as the public health program, will distribute supplemental and/or regular crisis benefits to the affected households to decrease the risk of negative consequences of subsequent energy crisis to the public health system.

1.4 The amount of the benefit will be determined by the state depending on the available funding. The state will consider:

1.4.1 The duration of the quarantine or isolation; AND

1.4.2 Its impact to the wages of the LIHEAP eligible households; AND

1.4.3 The effect of the loss of income on the ability of the households to cover its energy expenses.

1.5 If the state declares a quarantine for a specific geographic area or location, LIHEAP will distribute the ECIP benefit to all the LIHEAP eligible households within that area who have applied for LIHEAP during that program year.

1.6 If the state doesn't declare a quarantine for a specific geographic area or location, the households could be required to apply for supplemental crisis benefit by notifying the intake agency of their epidemics quarantine or isolation.

2. Public Health (PH) Emergency Policy

2.1 LIHEAP ECIP Disaster Public Health Emergency Policy is activated when the state declares state of emergency or disaster for managing public health emergencies. Policy can also be activated when the statewide or local extreme event has been assessed to lead directly or indirectly to the public health emergency.

2.2 The aim of this policy is to mitigate the affected households' burden of energy cost during and after the public health emergency.

2.3 Under this policy, LIHEAP, as the public health program, will distribute supplemental and/or regular crisis benefits to the affected households to decrease the risk of negative consequences of subsequent energy crisis to the public health system.

2.4. The amount of the benefit will be determined by the state depending on the available funding.

302.2 Code Purple

CODE PURPLE has been deactivated until it has been further analyzed and structured to demonstrate that those benefiting are LIHEAP income eligible.

4.3 What constitutes a life-threatening crisis?

The life-threatening situation is considered to be a life-threatening medical condition, such as a member on a life-support or required

oxygen/CPAP machine. Household is determined to be in a life-threatening situation, which can directly or indirectly lead to death of the member of the eligible household unless some form of assistance has been provided no later than eighteen (18) hours after the household has applied for ECIP benefit.

Crisis Requirement, 2604(c)

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

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

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

	Winter Crisis	Summer Crisis	Year-Round Crisis
4.6 Do you have additional eligibility requirements for Crisis Assistance?	☐	☐	☑
4.7 Check the appropriate boxes below to indicate type(s) of assistance provided 0			
Do you require an Assets test?	☐	☐	☐
Do you give priority in eligibility to:			
Older Adults (60 years or older)?	☐	☐	☐
Individuals with a disability?	☐	☐	☐
Young Children?	☐	☐	☐
Households with high energy burdens?	☐	☐	☐
Other (Specify):	☐	☐	☐
In Order to receive crisis assistance:			
Must the household have received a shut-off notice or have a near empty tank?	☐	☐	☑
Must the household have been shut off or have an empty tank?	☐	☐	☑
Must the household have exhausted their regular heating benefit?	☐	☐	☐
Must renters with heating costs included in their rent have received an eviction notice?	☐	☐	☑
Must heating/cooling be medically necessary?	☐	☐	☑
Must the household have non-working heating or cooling equipment?	☐	☐	☑
Other (Specify):	☐	☐	☐
Do you have additional/differing eligibility policies for:			
Renters?	☐	☐	☐
Renters living in subsidized housing?	☐	☐	☐
Renters with utilities included in the rent?	☐	☐	☐

Explanations of policies for each "yes" checked above:

There is no difference in income eligibility between Crisis and Disaster assistance, both will be following the 60% of the State Median Income. For further explanation to 4.7 see the attached ECIP flow diagram. When the funding is limited, the ECIP flat benefit is distributed only to households with vulnerable population: elderly, disabled, children 5 and under. If the funding is not limited, the ECIP flat benefit is distributed to everyone.

Determination of Benefits

4.8 How do you handle crisis situations?

☑	**Separate component**
☐	**Benefit Fast Track, no separate amount of crisis funds is issued. Rather benefits are issued to crisis customers within crisis response time frames.**
☐	**Other - Describe:**

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

☐	**Amount to resolve the crisis.** $0
☑	**Other - Describe:** Max annual cap for household for Regular Crisis is as follows: non-delivered vendor is $1,500, max for delivered

	vendor is $1,500, max for emergency repair of equipment $10,000. For Crisis Disaster component, the max cap is per disaster application as follows: non-delivered vendor is $1,500, max for delivered vendor is $1,500, max for emergency repair of equipment $10,000. The supplemental payments distributed by the state don't count toward the cap amount.

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?

(•) Yes ( ) No **Explain.**

We offer intake in several locations in Delaware to be geographically accessible to all households.

4.11 Do you provide individuals who are individuals with a disability the means to:

Submit applications for crisis benefits without leaving their homes?

(•) Yes ( ) No

If No, explain.

Yes, we have an intake contractor that works on the field.

Travel to the sites at which applications for crisis assistance are accepted?

(•) Yes ( ) No

If No, explain.

Mail-in and phone-in options are available for elderly and disabled. If the person desires to complete the application submission in person at the intake location, he or she can request for para-transit services from the DART First State, which provides services for disabled persons unable to use public fixed bus routes. **http:// dartfirststate.com/information/paratransit/index.shtml**

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	$0.00	**maximum benefit**
Summer Crisis	$0.00	**maximum benefit**
Year-round Crisis	$10,000.00	**maximum benefit**

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

(•) Yes ( ) No **If yes, Describe**

We are providing blankets and fans

4.14 Do you provide for equipment repair or replacement using crisis funds?

(•) Yes ( ) 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	☐	☐	☑
Heating system replacement	☐	☐	☑
Cooling system repair	☐	☐	☑
Cooling system replacement	☐	☐	☑
Wood stove purchase	☐	☐	☑
Pellet stove purchase	☐	☐	☑
Solar panel(s)	☐	☐	☐
Utility poles / gas line hook-ups	☐	☐	☑

Other (Specify): ECIP will provide equipment repair or replacement under Crisis component to leverage R GGI funds, if any other State program, including LIHEAP weatherization program, cannot provide a solution to the equipment crisis. Until now, the LIHEAP office has been providing furnace replacement and repair in Delaware with RGGI funds. Since 2023 program year, LIHEAP is also providing furnace replacement and repair with LIHEAP funds, for example, LIHEAP infrastructure funds.	☐	☐	☑

4.16 Do any of the utility vendors you work with enforce a moratorium on shut offs?

◉ Yes ○ 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.

State of Delaware has moratorium on terminating services, which is dependent on the prevailing temperature. It is codified in the Delaware Administrative Code, Title 26 Public Utilities, Section 3000 Energy Regulations. The Conditions of Termination:

Heating Season

Under no circumstances may a covered utility terminate service for non-payment to a dwelling unit on a day when the National Weather Service reports that the 8:00 A.M. temperature measured at a location in the State of Delaware that is within fifty (50) miles of the subject dwelling unit is thirty-two degrees Fahrenheit (32F) or below on the morning of the date when said service is scheduled for termination.

Cooling Season

Under no circumstances may a covered utility terminate service for non-payment to a dwelling unit on a day when the 8:00 A.M. National Weather Service forecast contains a special weather statement or other information predicting that the Heat Index measured at a location in the State of Delaware that is within fifty (50) miles of the subject dwelling unit may equal or exceed one-hundred-five degrees Fahrenheit (105F) on the date when said service is scheduled for termination.

Below are the winter guidelines from one of the Delaware Primary Energy Vendors:

1) In effect from November 1 to March 30;

2) The account must have a suspension notice sent by first class mail notifying the customer of intent to disconnect. In addition, an insert detailing the customer's rights and responsibilities and a list of energy assistance organizations will be included with this suspension notice;

3) A suspension notice will also be mailed to the service address if the mailing address is different;

4) After sending the suspension notice but prior to the field visit, two (2) telephone attempts to contact the customer must be made on different days, with one being after 6:00 P.M.;

5) The temperature at 8:00 A.M. on the day of the scheduled field visit must be greater than 32 degrees otherwise scheduled field visits for that day will be postponed.

4.18 If you experience a natural disaster, do you intend to utilize LIHEAP crisis funds to address disaster related crisis situations? ◉ Yes ○ No

If yes, describe

See Section 4.2 Disaster or State of Emergency

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.

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: 02/28/2028

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	State Median Income	60.00%

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. Delaware Department of Natural Resources and Environmental Control

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:**
- ☑ **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 Ration (SIR) standards.**
  - ☑ **Other - Describe:**

    LIHEAP clients are categorically eligible for LIHEAP WAP. LIHEAP eligibility is going to be 60% SMI.

    Additional notes: (1) Categorical eligibility for weatherization for HUD means-tested programs (2) Allow use of LIHEAP funds to place solar panels on eligible homes and (3) use of LIHEAP funds to replace combustion fuel heating systems with electric.

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	(•) Yes ( ) No
Renters living in subsidized housing?	(•) Yes ( ) No
Renters with utilities included in the rent?	(•) Yes ( ) No
5.8 Do you give priority in eligibility to:	
Older Adults?	(•) Yes ( ) No

Individuals with a disability?	(•) Yes ( ) No
Young Children?	(•) Yes ( ) No
House holds with high energy burdens?	(•) Yes ( ) No
Other?	( ) Yes ( ) No

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.

Renters

There is a landlord letter and landlord authorization form given to the client, clients are given these items during their application process for WAP.

The WAP application data entry and household eligibility is determined during their intake appointment, but the application is not completed until the landlord form is signed and returned. Once returned, the applicant signs the WAP application, and the application is officially completed and ready for the next step in WAP's process.

Priorities

Because of the high demand for weatherization services, the program frequently has a waiting list for services. The waiting list is comprised of families who have qualified for the program as noted above. In determining the order of weatherization, priority is given to applicants on the waiting list with certain characteristics.

Renters

There is a landlord letter and landlord authorization form given to the client, clients are given these items during their application process for WAP.

The WAP application data entry and household eligibility is determined during their intake appointment, but the application is not completed until the landlord form is signed and returned. Once returned, the applicant signs the WAP application, and the application is officially completed and ready for the next step in WAP's process.

Priorities

Because of the high demand for weatherization services, the program frequently has a waiting list for services. The waiting list is comprised of families who have qualified for the program as noted above. In determining the order of weatherization, priority is given to applicants on the waiting list with certain characteristics.

WAP Rank Algorithm

Factor: Age

Range	Points
>= 0 and <= 1	5
>= 2 and <= 4	4
>= 5 and <= 9	3
>= 10 and <= 12	2
>= 13 and <= 17	1
>= 60 and <= 65	1
>= 66 and <= 71	2
>= 72 and <= 77	3
>= 78 and <= 83	4
>= 84	5

Factor: Disabled Members

1 point for each Disabled Member

Factor: Occupants

Range	Points
> 0 and < 3	1
> 2 and < 5	2
> 4 and < 7	3
> 6 and < 9	4
> 8	5

Factor: High Burden

If true, add 1 point, otherwise no points

Factor: High Usage

If true, add 1 point, otherwise no points

Factor: Poverty Level

Group	Points
Under 75%	5
75% - 100%	4
101% - 125%	3
126% - 150%	2
Above 150%	1

Once all points are tabulated, the applicants are drawn from the list according to the highest point total. In the event families have the same number of points, the oldest actual application date will be used as the tie breaker.

Benefit Levels

5.9 Do you have a maximum LIHEAP weatherization benefit/expenditure per household? ○ Yes ◉ No

5.9a If yes, what is the maximum? $0

5.10 Do you use an Average Cost per Unit (ACPU). ◉ Yes ○ No

5.10a If so, what is the ACPU amount? $10,000

Types of Assistance, 2605(c)(1), (B) & (D)

5.11 What LIHEAP weatherization measures do you provide ? (Check all categories that apply.)

☑ **Weatherization needs assessments/audits**	☑ **Energy related roof repair**
☑ **Caulking and insulation**	☑ **Major appliance repairs**
☑ **Storm windows**	☑ **Major appliance replacement**
☑ **Furnace/heating system modifications/repairs**	☑ **Windows/sliding glass doors**
☑ **Furnace replacement**	☑ **Doors**
☑ **Cooling system modifications/repairs**	☑ **Water Heater**
☑ **Water conservation measures**	☑ **Cooling system replacement**
☑ **Roof top solar**	☑ **Community solar projects**
☐ **Compact florescent light bulbs**	☑ **Other - Describe:**

	. Also providing LED light bulbs, carbon monoxide and smoke detectors. On item 5.9, DNREC monitors the cost per home so that it doesn't exceed the Average Cost per Unit of $10,000. In addition, DNREC ensures that no more than 15% of the total cost per home is spent on Health & Safety (average over the total number of units weatherized). In doing this, we do not restrict the cost for each unit, we manage the overall funds spent in averages to be in compliance with DOE rules.

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.

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: 02/28/2028

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:

- [x] **Place posters/flyers 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.**
- [x] **Mass mailing(s) to prior-year LIHEAP recipients.**
- [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.**
- [x] **Web Posting**
- [ ] **Email**
- [ ] **Texting**
- [ ] **Events**
- [ ] **Social Media**
- [x] **Other (specify):**

LIHEAP intake services by telephone for the physically infirmed (i.e.., elderly or disabled). Delaware LIHEAP also conducts outreach by providing various informational booklets and calendars when they are available. In addition, Delaware works closely with energy vendors and other non-profits to increase awareness of the 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.

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: 02/28/2028

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.).

☐	**Joint application for multiple programs (indicate programs included)**
☑	**Intake referrals to/from other programs (indicate programs included)** DE State Service Centers refer households to LIHEAP intake agencies. Intake agencies refer clients to other low-income programs and vice versa.
☐	**One - stop intake centers**
☐	**Other - Describe:**

For example, Delaware State Service Centers are often the first stop locations for households who are seeking assistance. If the household turns to one of the 20 state service centers for assistance for SNAP, Food Pantry, Medicaid, Emergency shelter or other services, they are also referred to LIHEAP intake agency if the intake worker identifies the household in need for energy assistance. The same way, if the household turns to one of the LIHEAP intake contractors for assistance and their staff identifies the household to be in need for more than energy assistance, they would refer the household to the state service centers for determination for additional assistance.

The same collaboration is functioning between LIHEAP contractors who execute intake, weatherization and RRHACE (Replacing, Repairing Heaters and Conserving Energy).

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.

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: 02/28/2028

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?

☐	**Administration Agency**
☐	**Commerce Agency**
☐	**Community Services Agency**
☐	**Energy/Environment Agency**
☐	**Housing Agency**
☑	**State Department of Welfare (administers TANF, SNAP, and/or Medicaid)**
☐	**Economic Development Agency**
☐	**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?

Additional explanation provided in attachment.

LIHEAP is administered by Delaware Health and Social Services. Outreach, intake, and application processing are performed by contractors, which are non-profit agencies.

Weatherization is administered by another state department, Department of Natural Resources and Environmental Control, which contracts with non-profits to perform LIHEAP weatherization. Division of Social Services participates in the application processing on a limited basis and final verification of documents entered into eligibility determination system for benefits is made by the non-profit agency.

LIHEAP intake and outreach are performed totally separately from that of TANF and SNAP. However, LIHEAP cooperates with other government and non- governmental agencies through referrals, education, and outreach events

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

Additional explanation provided in attachment.

LIHEAP is administered by Delaware Health and Social Services. Outreach, intake, and application processing are performed by contractors, which are non-profit agencies.

Weatherization is administered by another state department, Department of Natural Resources and Environmental Control, which contracts with non-profits to perform LIHEAP weatherization.

Division of Social Services participates in the application processing on a limited basis and final verification of documents entered into eligibility determination system for benefits is made by the non-profit agency.

LIHEAP intake and outreach are performed totally separately from that of TANF and SNAP. However, LIHEAP cooperates with other government and non- governmental agencies through referrals, education, and outreach events.

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

LIHEAP is administered by Delaware Health and Social Services. Outreach, intake, and application processing are performed by contractors, which are non-profit agencies.

Weatherization is administered by another state department, Department of Natural Resources and Environmental Control, which contracts with non-profits to perform LIHEAP weatherization. Division of Social Services participates in the application processing on a limited basis and final verification of documents entered into eligibility determination system for benefits is made by the non-profit agency.

LIHEAP intake and outreach are performed totally separately from that of TANF and SNAP. However, LIHEAP cooperates with other government and non- governmental agencies through referrals, education, and outreach events.

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

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?

8.5. Eligibility is determined by the state's LIHEAP software platform. Non-profits collect documentation and enter information into the state's LIHEAP platform that informs the non-profit of the eligibility of the household. The State has transitioned to a pilot process in which it now issues direct benefit payments to the largest electric vendor after the LIHEAP system confirms eligibility based on information provided by the non-profit. This pilot will be reassessed at the end of each program year to determine whether the State will continue, modify, or discontinue the process.

8.5. Eligibility is determined by the state's LIHEAP software platform. Non-profits collect documentation and enter information into the state's LIHEAP platform that informs the non-profit of the eligibility of the household. The State has transitioned to a pilot process in which it now issues direct benefit payments to the largest electric vendor after the LIHEAP system confirms eligibility based on information provided by the non-profit. This pilot will be reassessed at the end of each program year to determine whether the State will continue, modify, or discontinue the process.

8.6. Requests for Proposals are conducted for selecting awardees every 5-10 years. For the weatherization component, there exists MOA between two Departments, DHSS and DNREC. DNREC holds contracts with their WAP subgrantee, with an option to extend for additional periods. Contractors are procured through RFP process every 3-5 years.

8.7 How many local administering agencies do you use? 5

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**

As a result of RFP, we only changed functions between our administering agencies. The agency who funds energy vendors is now ECA instead of Catholic Charities.

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.

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.

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: 02/28/2028

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.

ECA provides a heating benefit from 10/1-3/31. The cooling benefit is not guaranteed and is dependent on funding availability. However, we are ready and prepared to facilitate this benefit as a One Time Issuance if and when funding is available. ECA provides the Crisis benefit to clients in need of that benefit year-round. Clients are issued two party checks when the non-delivered (a/k/a regulated) energy vendor they use does not contract with the State's prime contractor to participate as a fuel vendor under LIHEAP. Clients must select delivered fuel vendors from a comprehensive list of vendors who contract with the State's prime contractor. The State's prime contractor issues I-party checks to heads of households, who I) pay for their heat through their rent to a mobile home park; or 2) pay for their heat to a 3rd party billing company. In such cases we send the check directly to the client.

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

Once the benefit amount is funded, a letter is printed and mailed to the applicant informing them of their benefit amount. After funding has occurred the client is notified within 7 days after their benefit has been released. These letters are held for up to 7 days so that the clients' vendor can be notified prior to notifying the client.

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?

All the necessary language is included in the Vendor Agreements which states that all clients must be treated the same way and not charged an additional fee because they receive a LIHEAP benefit. Delivered fuel vendors don't get reimbursed without proof of fuel delivery. Non-delivered fuel vendors are required to show usage that equals or exceeds the benefit payment, during the DEAP operation period of October 1 - March 31. Vendors must provide us with a vendor payment voucher along with their delivery invoices for payment as proof for the household receiving a delivery. Delivered fuels receive an additional month (October 1- April 30) to deliver fuel to the households that applied in March. If they cannot, then the remainder of the benefit is returned to the contractor, who then returns it to the state. Unutilized funds are retuned to ECA during the reconciliation period by the vendor of non-delivered fuels only.

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?

This clause is stated under the scope of services and in Energy Vendor Contracts. Delivered fuel vendors may not charge a LHEAP household differently from their other customers. Vendors of delivered fuels get reimbursed after the services to the households have been provided. Nondelivered vendors receive funds for the client up front and reconcile any unused funds at the end of the DEAP program period. Their regulations do not allow these vendors to treat LIHEAP clients in an adverse manner.

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.
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.

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: 02/28/2028

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?

LIHEAP funds are tracked by the Delaware Accounting System called First State Financial Accounting System (FSF) and additionally by utilizing Microsoft Excel Spreadsheets.

DHSS/DSS/OCS conducts financial and program monitoring on an annual basis with LIHEAP primary contractor. Contracts used by DHSS/DSS/OCS require that the contractor agency shall maintain complete and accurate financial/accounting records, using (GAAP) along with following LIHEAP policies and procedures. Programmatic activities are monitored regularly through reports, computer printouts and site visits to ensure contract compliance. Findings requiring corrective action are noted in a written report.

LIHEAP system tracks the refund amount from each client. Non-profits send the State the check for all the refunds they receive from the energy vendors. The check includes the back-up that is a report from the LIHEAP system that shows the allocated benefit, cost of fuel delivered and any refunds on the application. This report can only run for one vendor at a time. The funds are credited based on the coding provided by the program. Program uses the supporting documentation from the non- profit to determine the fiscal year and services to apply the credit. If we receive credit, we do not add the funds back to the purchase order, the funds are returned to the available balance of the grant.

10.1a Provide your definitions of the following:

Obligation

Encumbrances of funds by purchase order or contract. Funds are earmarked in the encumbrance section of the First State Financial. However, the obligation for the LIHEAP 90% statutory requirement also includes expenditures made. Additionally, the LIHEAP obligation can also mean funding the benefits in the LIHEAP system and providing energy vendors with the Notification to Vendors.

Expenditures

Funds that have been expensed and the First State Financial shows them as an expense.

Expenditure timeframe

Expenditure timeframe for obligated funds is the same as allowed by federal liquidation period for LIHEAP.

State of Delaware Office of Management and Budget: Budget and Accounting Manual: Budgetary Funds 3.2: “Federal funds are not considered State monies and are subject to individual grant program rules."

Administrative costs

Administrative costs are specifically related to the management and operational aspects of running the program and do not include expenses associated with delivering services to clients. Any expenses that a vendor incurs in providing services, such as payments for home heating and cooling bills, energy crisis assistance, and other forms of direct assistance, including case management, intake, and outreach, are considered program costs, not administrative costs.

Costs for Assurance 16 activities, including personnel costs, are not administrative and are not considered under the limits on administration.

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.

The LIHEAP is audited when the single audit risk assessment has determined that LIHEAP should be audited and it was audited in 2021, 2022, 2023, 2024. Hence, it could happen that LIHEAP is not audited every year

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				

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.

- [x] **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.**
- [x] **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.

- [x] **Internal program review**
- [ ] **Departmental oversight**
- [ ] **Secondary review of invoices and payments**
- [ ] **Other program review mechanisms are in place. Describe:**

Local Administering Agencies/District Offices:

- [ ] **On - site evaluation**
- [ ] **Annual program review**
- [x] **Monitoring through central database**
- [x] **Desk reviews**
- [x] **Client File Testing/Sampling**
- [ ] **Other program review mechanisms are in place. Describe:**

WAP is required to obtain the Single Audit for each of its subgrantee annually. Each subgrantee undergoes a complete programmatic monitoring (administrative and technical) annually that is conducted by the Grantee (DNREC) as required by the Department of Energy.

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

At least every two years the primary contractor is monitored by an internal auditor from DSS. Throughout the year file monitoring is conducted by DSS. If DNREC and other state agencies receive LIHEAP funds, they are monitored by the DSS internal auditor.

For the purpose of monitoring, eligibility files will be randomly selected by using Microsoft Office Excel functions that generate random numbers between the range specified. =RANDBETWEEN(range bottom, range top), which returns a random integer number between the range specified. The range of the set will be inquired from the contractor whose files are going to be audited. The set will be created from the application numbers.

The sample size will be determined according to the following criteria: a) confidence level between 90% and 95% (90 and 95 included); b) margin of error 5% and 15%.

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

Site Visits:

Local agencies are selected for monitoring based on discussions with the Fiscal Management Unit Administrator and the Fiscal Management Unit Internal Auditor. The Fiscal Internal Auditor utilizes annual risk assessments of local agencies as well as the review of program eligibility monitoring reports completed by the OCS internal auditor. We also undertake monitoring based on referrals from other local agencies. Site Visits and Desk Reviews are based on: Prior year findings, referrals, and program monitoring reports.

Desk Reviews:

All agencies are monitored continuously as the state receives the requests for reimbursements.

Site Visits and Desk Reviews are based on: Prior year findings, risk assessment, referrals, and program monitoring reports.

Portions of LIHEAP are monitored annually.

The WAP is overseen by DNREC, and they conduct regular monitoring of their contractors throughout the year along with the annual monitoring of the administrative and technical functions.

The WAP State Program Monitor also conducts informal visits in the field to review subcontractor work quality, compliance with home energy audits, and health & safety practices.

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

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.

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: 02/28/2028

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.
Note: Tribes do not need to hold a public hearing but must ensure participation through other means.

- ☐ **Tribal Council meeting(s)**
- ☑ **Public Hearing(s)**
- ☑ **Draft Plan posted to website and available for comment**
- ☑ **Hard copy of plan is available for public view and comment**
- ☐ **Comments from applicants are recorded**
- ☑ **Request for comments on draft Plan is advertised**
- ☐ **Stakeholder consultation meeting(s)**
- ☐ **Comments are solicited during outreach activities**
- ☑ **Other - Describe:**

Comments are also requested from the stakeholders during the creation of the Draft State Plan

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	07/29/2026	LIHEAP Public Hearing at the Dover Public Library - Physical/Virtual Public Hearing over Teams

11.3. How many parties commented on your plan at the hearing(s)? 4

11.4 Summarize the comments you received at the hearing(s).

Participants provided several comments regarding the proposed reduction of the CRISIS maximum benefit from $2,500 to $1,500, as well as concerns about benefit utilization and program timing.

1. Support for Reducing the CRISIS Maximum Benefit

Multiple commenters expressed support for lowering the CRISIS benefit to $1,500. They noted that the change could:

- Allow the program to assist a greater number of Delaware households with heating and cooling needs.
- Address the pattern of some households relying on CRISIS to cover their entire annual bill, limiting availability for new or underserved clients.
- Redirect savings toward expanding or strengthening the State Summer Cooling Assistance Program (SCAP), which commenters described as a more equitable way to support households facing high energy costs—particularly seniors who rarely receive disconnection notices but still struggle to afford utilities.

Commenters highlighted ongoing outreach efforts, including partnerships with community and faith-based organizations, senior centers, and review of Delmarva disconnection lists, which have helped identify new clients who could benefit from broader program access.

2. Concerns About Short-Term Impacts of the Reduction

One commenter raised concerns that lowering the maximum benefit may affect households that require multiple CRISIS interventions during the heating season. Rising fuel and electric costs have resulted in situations where clients need two CRISIS benefits before their regular heating benefit is issued. Reducing the maximum could leave these households more vulnerable during winter months. The commenter acknowledged potential long-term advantages but encouraged careful evaluation of impacts on households with high or unstable heating needs.

3. Benefit Return Policy and Program Timing

A commenter addressed the practice of returning unused benefits at the end of the heating season (March 31). They noted that:

- Clients who apply in February or March often have very limited time to use their benefits before they are returned.
- Although vendors are encouraged to apply benefits to eligible charges dating back to October 1, this is not consistently implemented.
- This results in client frustration and increased administrative burden on community organizations explaining returned benefits.

The commenter suggested:

- Establishing an earlier application deadline (e.g., January 31) to ensure adequate time for benefit use.
- Considering a year-round model to provide households more flexibility and reduce the likelihood of unused benefits being returned.

11.5 What changes did you make to your LIHEAP plan as a result of public participation and solicitation of input?

The State has not made changes to the LIHEAP Plan at this time; however, all public comments received during the hearing are under review and will be considered for future program adjustments.

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.

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: 02/28/2028

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? 2

12.2 How many of those fair hearings resulted in the initial decision being reversed? 0

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

None

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

Applicants or clients who want a formal Fair Hearing contact the county agency that served them and that office will make the necessary arrangements for such a hearing.

The first step in this process should be an agency conference where agency personnel and the applicant/client try to resolve any difficulties. Please note that this is an informal hearing only, and in no way does it interfere with the applicant's or client's right to request a formal hearing. Those staff members concerned with applicant's/client's specific application, as well as a supervisor, should attempt at this time to explain fully how any decisions were arrived at, and they should take any additional information that the applicant/client wishes to present. If the problem is resolved at this level, the applicant/client should be notified of the decision about any change in determination if applicable, by the appropriate contractor agency. If the applicant/client is still not satisfied with the determination and requests a formal hearing, the appropriate contractor agency will then make arrangements for a fair and impartial hearing.

The opportunity for a hearing will include the right to appeal from the following:

1. A denial of benefits, in whole or in part.
2. A change in the amount of benefit.
3. The manner or form of payments.
4. Undue delay in making payment adjustment or acting upon a request or application.
5. A denial of a request for a correction or a deletion in the case file.

Procedures to follow upon request for Fair Hearing by DEAP applicant/client:

1. Clearly explain the basis for questioned decisions or actions to DEAP applicant/client.
2. Explain his/her rights and the Fair Hearing proceedings to the applicant/client.
3. Provide the necessary forms and explain to the applicant/client how to file his appeal, and, if necessary, how to fill out the forms; and
4. Advise the applicant/client that he may be represented by an attorney, relative, friend or other spokesperson and explain that he may contact his local bar association to locate the legal services available in the county.

12.5 When and how are applicants informed of these rights?

Applicants are informed of their right to a fair hearing by the intake worker at the time of the appointment The application signed by the applicant, includes a statement notifying applicants of their right to a fair hearing. The notification about the right to a fair hearing is also included in the paper application and in the eligibility letter.

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.

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: 02/28/2028

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?

A. First State Community Action Agency (FSCAA), Delaware's designated anti-poverty agency, plays a critical role in supporting low-income residents by administering two essential energy assistance programs:

- Replacing/Repairing Heaters & Conserving Energy Program (RRHACE) – Provides assistance with heating system repairs and replacements while educating households on energy conservation.
- Summer Cooling Assistance Program (SCAP) – Offers cooling assistance to vulnerable populations, particularly during extreme summer conditions, and promotes energy-efficient cooling practices.

These programs focus on energy education, utility cost management, and referrals to additional support services. FSCAA also promotes the distribution of energy-saving products to help households reduce energy consumption and costs.

A fundamental component of these initiatives is the Assurance 16 Energy Education Program, which equips vulnerable populations with the knowledge and tools to make informed decisions about their energy usage, helping them achieve long-term energy efficiency and financial stability.

The Role of the Energy Educator

FSCAA utilizes Assurance 16 funding to employ a dedicated Energy Educator, whose primary responsibility is to assist households in reducing energy waste, lowering utility bills, and implementing sustainable energy practices.

By working directly with RRHACE and SCAP participants, the Energy Educator provides tailored education, eco kit measures and resources that enable families to make smarter energy choices. Through a combination of home assessments, one-on-one consultations, and community outreach, the educator helps Delaware residents improve household energy efficiency and lower overall energy expenses.

Key Responsibilities of the Energy Educator

1. Comprehensive Home Energy Audits

- Conducts in-depth assessments of household energy consumption to identify inefficiencies, areas of waste, and potential improvements.
- Evaluates appliance usage, insulation levels, air leakage, heating and cooling systems, and lighting efficiency to recommend actionable energy-saving strategies.

2. Baseline Energy Consumption Analysis

- Establishes baseline energy usage data for participating households to track progress and measure the impact of energy-saving efforts.
- Uses energy tracking tools to monitor household energy reductions over time.

3. Personalized Energy-Saving Consultations

- Provides individualized coaching to help families understand their energy consumption patterns.
- Identifies behaviors that contribute to excessive energy costs and offers customized solutions for improvement.
- Encourages simple but effective energy-saving habits, such as adjusting thermostat settings, unplugging unused devices, and using energy-efficient appliances.

4. EcoKit Distribution & Demonstration

- Supplies households with Energy Conservation Kits (EcoKits) containing energy-efficient products, such as:
  - LED light bulbs
  - Smart power strips
  - Weather-stripping materials
  - Faucet aerators and low-flow showerheads
  - Demonstrates proper installation and usage of EcoKit items, ensuring participants maximize their benefits.

5. HVAC System Optimization

- Educates families on the proper use and maintenance of heating, ventilation, and air conditioning (HVAC) systems.
- Provides best practices for thermostat settings, filter replacement, and seasonal adjustments to improve efficiency.

6. EcoKit Installation & Impact Assessment

- Assists households with the installation of EcoKit components to ensure proper use.
- Conducts follow-up assessments to evaluate the effectiveness of the installed products in reducing energy consumption.

7. Budget & Utility Bill Counseling

- Helps participants understand their utility bills, including identifying high-cost factors and opportunities for savings.

- Provides strategies to avoid late fees, service disconnections, and reconnection charges.
- Assists in applying for additional financial assistance programs.

8. Referral to Additional Resources

- Connects families to other non-LIHEAP assistance programs, including:
  - Job training programs
  - Housing assistance initiatives
  - Weatherization programs
  - Provides information on community resources that support energy conservation and financial stability.

9. Energy Savings Tracking & Progress Reporting

- Creates and distributes Energy Report Cards, which provide:
  - A visual representation of energy savings using easy-to-read infographics.
  - Comparisons of past and present energy consumption to highlight improvements.
  - Helps families recognize the tangible benefits of their energy-saving efforts and encourages continued conservation.

Community Outreach & Educational Workshops –

Beyond direct household consultations, the Energy Educator leads community workshops and interactive learning sessions to extend the reach of energy education. These workshops provide accessible, hands-on learning experiences to help participants develop long-term energy-saving habits.

For Fiscal Year (FY) 2027, FSCAA will expand its outreach by targeting specific demographic groups, including:

- Seniors on fixed incomes – Offering tailored strategies to manage energy use efficiently while maintaining comfort.
- Youth participants – Integrating energy education into existing FSCAA, DHSS, and partner programs to instill energy-conscious habits at an early age.
- Low-income families – Providing comprehensive training on energy-efficient home practices, budgeting strategies, and available financial assistance programs.
- Communities with a higher concentration of residents with health-related needs.

Workshop Features:

- Live and virtual sessions via Zoom or phone calls to ensure accessibility.
- Hands-on demonstrations of energy-saving techniques and EcoKit usage.
- Customized content based on the unique needs of different community groups.
- Collaborations with local organizations to strengthen outreach efforts

B. Energy Coordinating Agency (ECA) provides clients with Energy Eco Kits and energy conservation through the RRHACE Program. Eco Kits can include but are not limited to: LED light bulbs, caulk tubes and rope caulk, door sweeps, window sealing kits, low-flow shower heads and aerators, smart power strips, and energy education materials.

Both RRHACE and DEAP Programs at ECA utilize an experienced energy workshop instructor to facilitate Comprehensive Energy Workshops and speak to potential clients at tabling events. Energy Workshops consist of do-it-yourself methods for utilizing the items in the kits as well as cost-saving energy measures that clients can complete independently in their homes.

Recently, the ECA RRHACE Program hired a full-time in-house mechanic, who additionally provides energy education information and safety tips during home furnace assessments to clients. The in-house heating mechanic provides a comprehensive assessment of client heating system needs and conducts inspections after new furnace installations. The mechanic conducts furnace repairs and cleanouts which prevent further furnace issues.

Program Managers and staff for the DEAP and RRHACE Programs educate clients on program parameters and eligibility during any tabling events or via speaking engagements, often in combination with the Energy Workshops facilitated by our instructor.

The Program Manager and Program Coordinator for ECA's DEAP Program, as well as the Program Manager for ECA's RRHACE Program book multiple community tabling events at which both programs are advertised, and Energy Workshops are conducted. They plan to continue to do this each program year, FY 2026 is the first year of this program. In FY 2025, all Assurance 16 activities were conducted by ECA's RRHACE Program.

Both ECA DEAP and RRHACE Programs refer eligible clients to Delaware's Weatherization Assistance Program (WAP) and support paperwork completion in order to reduce client paperwork burden and allow for seamless intake into all energy programs for which the clients may be eligible.

ECA likewise refers all eligible WAP clients to RRHACE and LIHEAP services allowing these clients to have a comprehensive energy audit and weatherization services along with furnace repair and replacement services. For clients in counties where ECA does not

provide RRHACE support, ECA staff refers clients to the other agencies that may be able to help them.

ECA's LIHEAP DEAP Program utilizes Assurance 16 funds to provide blankets, heaters, and fans to clients experiencing heating or cooling crises. This service began in FY 2026.

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

A. First State employs a comprehensive, multi-layered financial management and oversight system to ensure strict adherence to the 5% budgetary limit for Assurance 16 (A16) activities, as mandated by LIHEAP regulations. Our approach integrates proactive budgetary planning, precise expense tracking, regular monitoring, and robust internal controls, all supported by the GMS (Grants Management System) accounting platform. Below is a detailed explanation of the processes and safeguards in place to maintain compliance:

1. Proactive Budgetary Allocation and Planning

At the outset of each LIHEAP program year, First State establishes a dedicated budget for A16 activities that is carefully calculated to

remain within the 5% threshold of the total LIHEAP award. This pre-allocated budget serves as a financial framework to guide program implementation and spending. The budgeting process involves collaboration between program managers and the fiscal team to ensure alignment with LIHEAP funding requirements and organizational priorities. By setting a clear spending cap upfront, First State minimizes the risk of exceeding the allowable limit.

2. Comprehensive Expense Tracking and Documentation via GMS

First State utilizes the GMS accounting system to maintain meticulous records of all expenditures associated with A16 activities. The system enables precise tracking of costs, including personnel expenses (e.g., salaries and benefits for staff involved in A16 activities), material acquisitions (e.g., EcoKits, educational resources), contractual services (e.g., third-party providers), and other program-related expenses. Each financial transaction is systematically recorded in GMS, ensuring full transparency and traceability. Supporting documentation, such as invoices, receipts, and contracts, is uploaded and linked to each expense for audit readiness and compliance verification.

3. Precise Time Allocation and Reporting

For staff members who dedicate a portion of their time to A16 activities, First State employs a time-tracking system integrated with GMS. This system accurately captures the percentage of effort each employee allocates to A16 activities, enabling precise cost allocation and ensuring that personnel expenses are correctly attributed within the accounting system. Staff members submit timesheets on a bi-weekly basis, which are reviewed and approved by supervisors to verify accuracy. The fiscal team then reconciles these time records with payroll data in GMS to ensure that personnel costs remain within the 5% limit. Regular reporting and analysis of these time allocations are conducted to identify and address any discrepancies promptly.

4. Dedicated Fiscal Team and Ongoing Financial Monitoring

First State maintains a dedicated fiscal team responsible for overseeing all LIHEAP expenditures, including those related to A16 activities. This team conducts rigorous financial monitoring on a monthly basis, comparing actual expenditures against the pre-allocated budget within GMS. Any potential risks of exceeding the 5% threshold are identified early, allowing for timely corrective actions, such as reallocating resources or adjusting program activities. The fiscal team generates detailed financial reports through GMS, which are reviewed by senior management during monthly oversight meetings. This structured review process ensures accountability and reinforces compliance with LIHEAP funding regulations.

5. Robust Internal Controls and Periodic Audits

To further strengthen financial oversight, First State has implemented robust internal controls and conducts periodic internal audits of all LIHEAP-related activities, including A16 expenditures. These controls include segregation of duties (e.g., separating budget approval, expense recording, and reconciliation functions), mandatory dual approvals for significant expenditures, and regular reconciliation of GMS records with bank statements. Internal audits are performed quarterly by an independent audit team, focusing on compliance with the 5% limit and adherence to LIHEAP guidelines. Audit findings are documented, reviewed by senior management, and addressed promptly to maintain the integrity of financial processes.

6. Training and Capacity Building

First State provides ongoing training for both program and fiscal staff to ensure a thorough understanding of LIHEAP regulations, including the 5% limitation for A16 activities. Training sessions cover topics such as proper expense coding, time tracking, and the use of GMS for financial reporting. By equipping staff with the knowledge and tools needed to manage A16 expenditures effectively, First State fosters a culture of compliance and accountability across the organization.

B. ECA provides several layers of financial oversight including Staff Accountants, a Senior Accountant, and ECA's CFO who monitors monthly spending and provides monthly spending reports to managers and DHSS. Program budgets are developed by the CFO with consideration of the 5% LIHEAP fund threshold. ECA's COO meets with the Program Managers and ECA's finance team to ensure that Assurance 16 funds are properly utilized throughout the year. The team develops strategies to ensure maximum service delivery yield for the program.

Our financial processes and internal controls in relationship to Assurance 16 funds are as follows:

1. **Initial Budget Allocation** – The allocation for Assurance 16 for this program year was $60,000. The total Budget for DEAP and RRHACE before direct utility benefits is $2,124,616, representing a 2.8% allocation for Assurance 16, well below 5%.
2. **Expense Tracking utilizing QuickBooks** – QuickBooks is utilized daily to track expenses for each budget category to keep all expenses separate and distinct and able to be easily tracked and compared to their respective budgets.
3. **Reporting and Budget Tracking** – Please see the answer above to question #3. Additionally, budget balances are tracked on a monthly basis via the invoice worksheets.
4. **Final Reporting and Reconciliation** – Reconciliations are tracked weekly for DEAP and monthly for RRHACE via Tracking Worksheets in order to simplify the final reconciliation.
5. **Internal Controls and Audits** – ECA is audited annually to ensure that internal controls are adequate, and the financial reports are stated accurately. ECA is also subject to an annual Single Audit, which tests various federal programs individually.

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

A. FSCAA: The Replacing, Repairing Heaters and Conserving Energy Program Summer Cooling Assistance Program are targeted initiatives designed to alleviate the energy burden on low-income families. This two-pronged approach achieves this goal by:

- Addressing heating system functionality: RRHACE offers repairs or replacements for malfunctioning home heating systems, ensuring reliable and efficient operation.
- Providing energy efficient AC units
- Empowering informed energy choices: The program incorporates a personalized Energy Education component, funded by Assurance 16. This educational component equips households with the knowledge, skills, and tools (e.g., EcoKit materials) required to adopt positive energy

consumption practices.

By combining these essential elements, RRHACE and SCAP fosters a sustainable solution. This dual focus not only addresses immediate heating system needs but also empowers participants to make informed choices that contribute to long-term energy cost reductions.

Anticipated Benefits of Assurance 16 Activities:

- Enhanced Resource Conservation: The combined efforts of EcoKit measures and educational programs are expected to lead to a significant reduction in energy and water consumption by program participants. This translates to a lighter environmental footprint and potential cost savings for both participants and utility providers.
- Promoted Health and Well-being: Educational initiatives go beyond simply teaching energy-saving practices. They encompass strategies to create a safer and healthier home environment for participants. This includes promoting proper ventilation, addressing potential hazards like mold or carbon monoxide, and fostering a more comfortable living space.
- Empowering Financial Management: Financial and budget counseling provided by energy educators equips participants with the skills to take control of their energy bills. This not only leads to reductions in utility costs and arrearages, but also empowers participants to make informed financial decisions regarding their energy consumption in the long run.
- Sustainable Self-Sufficiency: Assurance 16 activities take a holistic approach. By lowering overall household energy expenses and fostering access to non-LIHEAP resources, the program aims to decrease participants' reliance on LIHEAP funding in the long term. This not only benefits participants by increasing their financial self-sufficiency, but also allows LIHEAP resources to be directed towards those who need them most.

First State measures program impact using a variety of tools. Our program was evaluated by APPRISE beginning in 2016 using an assessment that focused on program design, implementation, and impact. This process evaluation provided valuable insight based on in-depth interviews with program staff and program participants. On-site interviews were completed also. The comprehensive evaluation findings became our roadmap for program improvement and has been the basis for implementing process design changes to maximize the program’s impact.

Internally, we use a data tracking system designed to collect data on program activities and participant demographics, Captain. We also use the Deloitte system as required. Our data system captures the number of households that apply for the program, the number of households that are eligible, the total number of households that receive service, and the dollar value of services/benefit provided.

Annually, First State develops a logic model in collaboration with the Director of Quality Assurance, mapping program activities, outputs, and short- and long-term outcomes. The logic model is reviewed by the Board of Directors and informs planning by identifying key areas for improvement, such as increasing participant engagement in energy education sessions. The FFY27 logic model will include updated targets for household service rates and energy savings.

In FFY26, we participated in a process mapping exercise facilitated by an independent subject matter expert as a means of impact evaluation and to identify opportunities for improved efficiency, streamlining, enhanced communication and understanding, risk mitigation, and to identify opportunities for improvement. This process map is the basis for programmatic adjustments and guides operations moving forward to ensure maximum impact of Assurance 16 and LIHEAP funds.

B. In FY 2025, ECA’s RRHACE program completed a total of 23 Comprehensive Energy Education Workshops serving 66 households in the applicable service area. All 66 workshop participants received Energy Kits. In FY 2026, ECA’s RRHACE Program completed 12 workshops thus far with 60 participants served and receiving kits.

In FY 2026, ECA’s LIHEAP DEAP Program completed 4 speaking engagements and 1 stand-alone workshop at which energy kits were distributed, serving a total of 42 households. The speaking engagements consisted of providing LIHEAP education for participants and included application completion whenever possible.

ECA’s workshops taught participants how to save energy and money by implementing cost-effective energy conservation measures in their home. Our trained facilitator was able to provide information on sealing drafts to improve comfort, and the energy saving benefits of installing smart thermostats, insulation, and efficient HVAC equipment.

The workshops gave participants a basic understanding of the best and most cost-effective ways to reduce their energy usage. In response to growing awareness of health concerns, we have added information on the ways in which energy conservation can resolve existing health and safety hazards in the home. This includes the importance of good ventilation and addressing hazards such as mold, carbon monoxide, and gas leaks.

The workshops were hands-on, and the presenter was able to demonstrate the following:

- Caulking air leakage sites with squeeze caulk or rope caulk
- Installing high quality window kits, and other basic weatherization materials.
- Switching incandescent bulbs to compact fluorescent lamps (CFLs).
- Installing and programming a clock thermostat.

During FY26, we have begun to further integrate Salesforce for both RRHACE and DEAP programs in tracking all activities, including Assurance 16. This will allow for more detailed program tracking for such activities and allow for varied and robust metrics, including demographic information, types of households, and cross-program referral tracking

Additionally, the ECA DEAP is utilizing Assurance 16 funds to purchase and distribute space heaters, fans, and blankets to LIHEAP CRISIS clients at times of clients and as part of ECA’s emergency response plan. In FY 2026, ECA gave out 26 fans to eligible clients.

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

A. FSCAA - In FFY25:

- 180 households applied for the SCAP Program
  - 93 households received a room-sized air conditioning unit
  - 91 households received EcoKits
  - 93 households received Energy Education
- 186 households applied for the RRHACE Program
  - 119 households received a heater replacement
  - 7 households received a heater repair
  - 117 households received EcoKits
  - 126 households received Energy Education

- EcoKits contents vary and may include a range of energy-saving measures:
    - LED lightbulbs
    - LED nightlight
    - High efficiency showerhead
    - High efficiency faucet nozzle (s)
    - Toilet tank bank
    - Smart power strip
    - Self-stick foam weather strip
    - Window insulation shrink kit
    - Bi-metal refrigerator freezer t-stat
    - Foam electric outlet sealing gaskets
    - Foam electric switch sealing gaskets
    - 2 in 1 smoke + CO protector
    - Blanket for RRHACE clients
    - Portable Fan for SCAP clients
- Average annual savings per household based on the EcoKit measures are as follows:
    - Energy: 845 kwh, Water: 5050 gallons, Financial: $267
    - Emissions: CO2: 800 lbs., CH4: 10 gr., N2O: 6 gr.
    - Energy Savings Kit Cost: $34.85 per household.

A total of 219 households received Assurance 16 services as a component of the RRHACE and SCAP Programs.

B. For ECA's RRHACE and DEAP Programs, clients received an Energy Kit containing one (1) each of the following items:

- Low Flow Showerhead
- Weatherstrip/caulking cord
- Window insulation shrink kit
- 1- 40 watt LED bulb
- Faucet aerator
- Tube of caulk
- Energy saving power strip
- Door sweep
- ECA folder w/brochures, client education papers, and ECA "one pager" info.

The unit price per Energy Kit is $38.44.
In FFY25, ECA's RRHACE Program conducted 23 comprehensive Energy Workshops, serving 66 households who also received energy kits. The value of kits provided to households was $2,537.04

ECA also shared information about all Delaware energy programs, including the Weatherization Assistance Program (WAP), LIHEAP, LIHEAP CRISIS, RRHACE, and programs available through other DE agencies.

13.5 How many households received these services? 285

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.

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: 02/28/2028

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.

We have none

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.

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: 02/28/2028

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:

- [x] **Formal training provided virtually, on-site, and/or formal training conference**

How often?

- [x] **Annually**
- [ ] **Biannually**
- [x] **As needed**
- [ ] **Other, describe:**

- [ ] **Employees are provided with policy manual**
- [x] **Other, describe:**

Conferences, workshops, and other-in house sessions addressing various training.

Employees are provided with current state plan.

b. Local Agencies:

- [x] **Formal training provided virtually, on-site, and/or formal training conference**

How often?

- [ ] **Annually**
- [ ] **Biannually**
- [x] **As needed**
- [ ] **Other, describe:**

- [ ] **On-site training**

How often?

- [ ] **Annually**
- [ ] **Biannually**
- [x] **As needed**
- [ ] **Other, describe:**

- [ ] **Employees are provided with policy manual**
- [ ] **Other, describe:**

Local agencies receive quarterly and monthly meetings depending on the amount funds that they administer. During the meetings various subjects are discussed, including any issues with policies or procedures. Local agencies are also offered opportunities to attend national conferences that reflect the program components they administer. Prime contractor provides policy manuals to its staff at the annual training, which includes a thorough review it.

c. Vendors

- [x] **Formal training conference**

How often?

- [x] **Annually**
- [ ] **Biannually**

- [x] **As needed**
- [ ] **Other, describe:**
- [x] **Policies communicated through vendor agreements**
- [ ] **Policies are outlined in a vendor manual**
- [ ] **Other, describe:**

  There is a formal annual vendor meeting for the energy vendors to receive their vendor agreements for the subsequent year and during that meeting the state and the funding agency respond to their policy questions.

15.2 Does your training program address fraud reporting and prevention?

- (•) Yes
- ( ) 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.

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: 02/28/2028

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.

DE LIHEAP is working with the sub-grantees and vendors to accomplish the collection of data for the performance measures.

After the additional fundings that were received during the pandemic have been depleted, Delaware again will have the following software challenges because DE does not receive a sufficient amount of administrative funds for developing and maintaining a more sophisticated system:

1) Data exchange with the energy vendors because it has to be executed manually with the help of Excel spreadsheets. Creating a portal or some other electronic solution is too cost prohibitive for the small grant that Delaware receives because it also constrains our capability to maintain the software;

2) Storing and accessing the data will be a challenge beyond the limited capabilities that have been designed into the new software;

3) Fixing defects and data errors will be dependent on the availability of the administrative funds that are limited by statute to 10% of the grant.

4) Cost of Operations and Maintenance of the software that provides data collection for reports is beyond financial ability of the program because Delaware's 10% of the grant for the administrative purposes is significantly less from the 45 other states that administer LIHEAP.

However, the base capital cost for designing and managing the software that can collect LIHEAP data is the same for all the states because they all have to provide the same outcome variables in their federal reports. Hence, the states that receive smaller grants and have to administer the entire program with the federal funds are worse off managing complex data systems necessary for data collection than the states that receive bigger grants.

Meanwhile, LIHEAP office is executing all the available solutions for assuring data integrity of the reports by manually reviewing the reports before they are entered into the federal OLDC system. The discrepancies that are noticed by LIHEAP office are reported back to the Information Resource Management Unit for further clarification and explanation. If the clarification process produces a different value, the report is adjusted accordingly.

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.

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: 02/28/2028

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:**

Following website allows fraud reporting to the DHSS:

https://www.dhss.delaware.gov/dhss/otsa/arms/reportfraud.html

The link to this website is also published at the prime-contractor's website. The new printed outreach materials of the prime- contractor will also include phone numbers for reporting fraud and waste.

DE application states the following: "I understand that it is against the law to make false statements and that I am subject to prosecution if I do."

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:**

Following website allows fraud reporting to the DHSS:

https://www.dhss.delaware.gov/dhss/otsa/arms/reportfraud.html

The link to this website is also published at the prime-contractor's website. The new printed outreach materials of the prime- contractor will also include phone numbers for reporting fraud and waste.

DE application states the following: "I understand that it is against the law to make false statements and that I am subject to prosecution if I do."

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	☐ Required	☐ Required	☐ Required

	☐ Requested		☐ Requested		☑ Requested	
Social Security Number (Without actual Card)	☐ Required		☐ Required		☐ Required	
	☐ Requested		☐ Requested		☑ Requested	
Government-issued identification card (i.e.: driver's license, state ID, Tribal ID, passport, etc.)	☐ Required		☑ Required		☐ Required	
	☐ Requested		☐ Requested		☐ 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		☐	☐	☐	☐	☐	☐

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:**

  Citizenship and legal residency are verified against state eligibility/case management system that uses Federal Hub. Households that cannot be verified by the system would have to provide acceptable documents.

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:**
- ☐ **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.

No exceptions

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

- [ ] **Verify SSNs with Social Security Administration**
- [ ] **Match SSNs with death records from Social Security Administration or state agency**
- [x] **Match SSNs with state eligibility/case management system (e.g., SNAP, TANF)**
- [ ] **Match with state Department of Labor system**
- [ ] **Match with state and/or federal corrections system**
- [ ] **Match with state child support system**
- [ ] **Verification using private software (e.g., The Work Number)**
- [ ] **In-person certification by staff (for tribal Grant recipients only)**
- [ ] **Match SSN/Tribal ID number with tribal database or enrollment records (for tribal Grant recipients only)**
- [x] **Other - Describe:**

SSNs are verified against state eligibility/case management system that uses Federal Hub. The households who cannot be verified by the system, are validated by intake staff by requesting original SS card or official document from the social security office that includes their SS number. In addition, the state's internal case management system also assigns unique identifiers to the clients called master client index that is used to receive all the State of Delaware DHSS benefits.

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.

- [x] **Policy in place prohibiting release of information without written consent**
- [x] **Grant recipient LIHEAP database includes privacy/confidentiality safeguards**
- [x] **Employee training on confidentiality for:**
  - [x] **Grant recipient employees**
  - [x] **Local agencies/district offices**
- [ ] **Employees must sign confidentiality agreement**
  - [x] **Grant recipient employees**
  - [x] **Local agencies/district offices**
- [x] **Physical files are stored in a secure location**
- [x] **Electronic files are protected in a secure location.**
- [ ] **Other - Describe:**

17.7. Verifying the Authenticity

What policies are in place for verifying vendor authenticity? Select all that apply.

- [x] **All vendors must register with the State/Tribe.**
- [ ] **All vendors must supply a valid SSN or TIN/W-9 form**
- [ ] **Vendors are verified through energy bills provided by the household**
- [ ] **Grant recipient and/or local agencies/district offices perform physical monitoring of vendors**
- [x] **Other - Describe and note any exceptions to policies above:**

All vendors were required to provide Current Delaware Business License, and Liability Insurance to prime-contractor during the previous program years.

The LIHEAP administrator goes to the System for Award Management website to verify if the contractor has been placed on the suspended or debarred list for contracts with federal dollars. This helps to maintain the integrity of the contractor participating in LIHEAP. However, energy vendors are not verified through SAM. However, contractor writes checks to the energy vendors and delivered fuels have to submit bills to the contractor to get reimbursed and non-delivered fuels have client account verification process with Catholic Charities.

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.

- [x] **Applicants required to submit proof of physical residency**
- [x] **Applicants must submit current utility bill**
- [x] **Data exchange with utilities that verifies:**
  - [x] **Account ownership**

- [ ] **Consumption**
- [ ] **Balances**
- [ ] **Payment history**
- [ ] **Account is properly credited with benefit**
- [x] **Other - Describe:**

  DE sends an Excel Spreadsheet to the Gas and Electric Utilities for account verification before the account receives the LIHEAP benefit. However, it is a manual process and not a real time data exchange.

- [x] **Centralized computer system/database tracks payments to all utilities**
- [x] **Centralized computer system automatically generates benefit level**
- [x] **Separation of duties between intake and payment approval**
- [ ] **Payments coordinated among other energy assistance programs to avoid duplication of payments**
- [x] **Payments to utilities and invoices from utilities are reviewed for accuracy**
- [ ] **Computer databases are periodically reviewed to verify accuracy and timeliness of payments made to utilities**
- [x] **Direct payment to households are made in limited cases only**
- [ ] **Procedures are in place to require prompt refunds from utilities in cases of account closure**
- [ ] **Vendor agreements specify requirements selected above, and provide enforcement mechanism**
- [x] **Other - Describe:**

  Reconciliation spreadsheet is sent from energy vendor to local contractor every May.

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.

- [x] **Vendors are checked against an approved vendors list**
- [x] **Centralized computer system/database is used to track payments to all vendors**
- [x] **Clients are relied on for reports of non-delivery or partial delivery**
- [x] **Two-party checks are issued naming client and vendor**
- [x] **Direct payment to households are made in limited cases only**
- [x] **Vendors are only paid once they provide a delivery receipt signed by the client**
- [ ] **Conduct monitoring of bulk fuel vendors**
- [ ] **Bulk fuel vendors are required to submit reports to the grant recipient.**
- [ ] **Vendor agreements specify requirements selected above, and provide enforcement mechanism**
- [ ] **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.

- [ ] **Refer to state Inspector General**
- [x] **Refer to local prosecutor or state Attorney General**
- [ ] **Refer to US DHHS Inspector General (including referral to OIG hotline)**
- [x] **Local agencies/district offices or Grant recipient conduct investigation of fraud complaints from public**
- [ ] **Grant recipient attempts collection of improper payments. If so, describe the recoupment process**
- [x] **Clients found to have committed fraud are banned from LIHEAP assistance. For how long is a household banned?** 3 years if paid benefits to vendor are not returned.
- [ ] **Contracts with local agencies require that employees found to have committed fraud are reprimanded and/or terminated**
- [x] **Vendors found to have committed fraud may no longer participate in LIHEAP**
- [x] **Other - Describe:**

  State of Delaware Auditor's Office maintains an anonymous Delaware referral site to facilitate the reporting of allegations of fraud, waste,

and abuse of state government resources. 1-800-553-7283 (https://reportfraud.auditor.delaware.gov/)

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 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.BrBbr.

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.**

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 pint 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.)***

1901 N. DuPont Highway *** Address Line 1**
Address Line 2
Address Line 3

New Castle *** City**	Delaware *** State**	19720 *** 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

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

(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 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.

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

Plan Attachments

PLAN ATTACHMENTS
The following documents must be attached to this application
• **Delegation Letter is required if someone other than the Governor or Chairman Certified this Report.**
• **Heating component benefit matrix, if applicable**
• **Cooling component benefit matrix, if applicable**
• **Minutes, notes, or transcripts of public hearing(s).**
• **Policy Manual.**
• **Subrecipient Contract.**
• **Model Plan Participation Notes for Tribes.**