DETAILED MODEL PLAN (LIHEAP)

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

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:	* 1.b. Frequency:	* 1.c. Consolidated Application/ Plan/Funding Request?	* 1.d. Version:
(•) Plan	(•) Annual	Explanation:	(•) Initial ( ) Resubmission ( ) Revision ( ) Update
		2. Date Received:	State Use Only:
		3. Applicant Identifier:	
		4a. Unique Entity Identifier (UEI) HCJYJJKUX9N9	5. Date Received By State:
		4b. Federal Award Identifier:	6. State Application Identifier:

7. APPLICANT INFORMATION

*** a. Legal Name:** VIRGINIA DEPARTMENT OF SOCIAL SERVICES

*** b. Address:**

*** Street 1:**	ENERGY ASSISTANCE PROGRAM	**Street 2:**	5600 Cox Road
*** City:**	Glen Allen	**County:**	Henrico
*** State:**	VA	**Province:**	
*** Country:**	United States	*** Zip / Postal Code:**	23060

c. Organizational Unit:

Department Name:	**Division Name:**

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:** Denise	*** Last Name:** Surber
Title: Program Manager	**Organizational Affiliation:**
*** Telephone Number:** (804) 726-7386	**Fax Number**

*** Email:** denise.t.surber@dss.virginia.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:
Low-Income Home Energy Assistance Program

11. AREAS AFFECTED BY FUNDING:
Statewide

12. CONGRESSIONAL DISTRICTS OF APPLICANT:
1

13. FUNDING PERIOD:

a. Start Date: 10/01/2026	**b. End Date:** 09/30/2027

*** 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 Denise T. Surber	**17c. Telephone (area code, number and extension)** (804) 726-7386
	17d. Email Address denise.t.surber@dss.virginia.gov
17b. Signature of Authorized Certifying Official Esign	**17e. Date Report Submitted (Month, Day, Year)** 08/31/2026

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	10/12/2026	11/13/2026
☑	Cooling assistance	06/15/2027	08/16/2027
☐	Summer crisis assistance		
☑	Winter crisis assistance	11/01/2026	03/15/2027
☐	Year-round crisis assistance		
☑	Weatherization assistance	10/01/2026	09/30/2027

Provide further explanation for the dates of operation, if necessary

The above dates for Heating Assistance, Cooling Assistance, and Winter Crisis Assistance represent application dates.

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	35.00%	35.00%
Cooling assistance	23.00%	22.00%
Summer crisis assistance	0.00%	0.00%
Winter crisis assistance	8.00%	8.00%
Year-round crisis assistance	0.00%	0.00%
Weatherization assistance	15.00%	15.00%
Carryover to the following federal fiscal year	9.00%	10.00%
Administrative and planning costs	10.00%	10.00%
Services to reduce home energy needs including needs assessment (Assurance 16)	0.00%	0.00%
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:)

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

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**

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**

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

https://commonhelp.virginia.gov/access/

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

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

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

☑	**In-person**
☑	**Mail**
☐	**Email**
☑	**Portal application**
☑	**Other, please describe** By fax or telephone (if required information can be documented by the caseworker).

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	HHS Poverty Guidelines	150.00%

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:

Subsidized households (public housing authority) who are only responsible for periodic payment of individual excess utility usage charges (heating expenses included in rent) are not eligible for heating assistance.

Subsidized households (public housing) whose heating costs are included in the rent (utilities paid by the housing authority) are not eligible for heating assistance.

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:

The Virginia Case Management System (VaCMS) assigns points according to energy burden, awarding the highest value to households with the highest percentage of energy burden, resulting in a weighted benefit. Priority is given to households which include vulnerable individuals (elderly, disabled, or a child under the age of six); the VaCMS assigns points according to vulnerability status, awarding the highest value to whichever condition is present, resulting in a weighted benefit. Please see Attachment I for an explanation of how points are determined.

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

If yes, describe:

The Virginia Case Management System (VaCMS) assigns points according to energy burden, awarding the highest value to households with the highest percentage of energy burden, resulting in a weighted benefit. Priority is given to households which include vulnerable individuals (elderly, disabled, or a child under the age of six); the VaCMS assigns points according to vulnerability status, awarding the highest value to whichever condition is present, resulting in a weighted benefit. Please see Attachment I for an explanation of how points are determined.

Young children? (●) Yes ( ) No

If yes, describe:

The Virginia Case Management System (VaCMS) assigns points according to energy burden, awarding the highest value to households with the highest percentage of energy burden, resulting in a weighted benefit. Priority is given to households which include vulnerable individuals (elderly, disabled, or a child under the age of six); the VaCMS assigns points according to vulnerability status, awarding the highest value to whichever condition is present, resulting in a

weighted benefit. Please see Attachment I for an explanation of how points are determined.

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

If yes, describe:

The Virginia Case Management System (VaCMS) assigns points according to energy burden, awarding the highest value to households with the highest percentage of energy burden, resulting in a weighted benefit. Priority is given to households which include vulnerable individuals (elderly, disabled, or a child under the age of six); the VaCMS assigns points according to vulnerability status, awarding the highest value to whichever condition is present, resulting in a weighted benefit. Please see Attachment I for an explanation of how points are determined.

Other?	( ) Yes (•) No

If yes, describe:

Explanations of policies for each "yes" checked above:

All explanations contained above.

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.

Priority is given to households which include vulnerable individuals (elderly, disabled, or a child under the age of six); the VaCMS assigns points according to vulnerability status, awarding the highest value to whichever condition is present, resulting in a weighted benefit. Please seeAttachment I for an explanation of how points are determined.

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**
  - [x] **Climate/region**
  - [ ] **Individual bill**
  - [ ] **Dwelling type**
  - [x] **Energy burden (% of income spent on home energy)**
  - [ ] **Energy need**
  - [x] **Other - Describe:**

Vulnerability Factors: elderly individuals aged 60 or over; disabled individuals; and young children under six years of age are awarded more points. The VaCMS assigns points (see Attachment I) to each household which reflects the household's status with regard to the factors listed above. The more points attributed to a household, the larger the benefit. The highest amount of assistance is provided to those households having the highest energy costs and the lowest monthly income.

Please see 'Attachment I - Benefit Matrix for Fuel' for details on the point value assigned to various household characteristics. At the time of the annual Heating Assistance benefit calculation (December), benefits are calculated and awarded to all approved households based on the allocation and the number of matrix points awarded statewide. Maximum and minimum benefit amounts are determined at the time of benefit determination. For FFY2026, the maximum benefit level was $553.08. The minimum benefit level was $173.82. The average benefit was $410. 44. The dollar value per matrix point was $3.950584. (When the Heating Assistance benefit calculation is completed in December of 2026, we will know the maximum and minimum benefit levels as well as the dollar value per matrix point for FFY2027.)

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	$174	**Maximum Benefit**	$553

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

If yes, describe.

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	HHS Poverty Guidelines	150.00%

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:

Subsidized households who are responsible for periodic payment of individual excess fuel usage charges (even though cooling expenses are included in their rent) are not eligible for cooling assistance.

Subsidized households whose total cooling costs are included in their rent are not eligible for cooling assistance.

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:

To be eligible for Cooling Assistance, the household must contain at least one individual who is age 60 or over, disabled, or under the age of six.

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

If yes, describe:

To be eligible for Cooling Assistance, the household must contain at least one individual who is age 60 or over, disabled, or under the age of six.

Young children? (●) Yes ( ) No

If yes, describe:

To be eligible for Cooling Assistance, the household must contain at least one individual who is age 60 or over, disabled, or under the age

of six.

Households with high energy burdens?	○ Yes ◉ No

If yes, describe:

Other?	○ Yes ◉ No

If yes, describe:

Explanations of policies for each "yes" checked above:

Explanations provided above.

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

To be eligible for Cooling Assistance, the household must contain at least one individual who is age 60 or over, disabled, or under the ageof six.

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):

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

Vulnerability Factors: The household must include one of the following: a person 60 years of age or over; a disabled individual; or a child under six years of age.

Cooling Assistance recipients must meet the same income criteria as established for the Heating Assistance component. Benefits for Cooling Assistance will be determined based on need and will not exceed the current year maximum. The statewide maximum benefit for electricity payments will be based on available funding; households may be eligible and approved for payment of their bill up to the program maximum.

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	$50	**Maximum Benefit**	$700

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

If yes, describe.

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	HHS Poverty Guidelines	150.00%

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.

We currently only administer Winter Crisis. The Crisis Assistance component is designed to help households meet energy emergencies that cannot be met by other resources. The emergency may result from a weather related or supply shortage emergency such as: no source of heat; the only heating equipment in the home is inoperable or unsafe; or there is a potential no heat situation.

Crisis Assistance will be provided when the conditions for providing assistance are met and the assistance will ensure heat for the household.

Crisis Assistance intervention must resolve the energy crisis of eligible applicants within 48 hours, or 18 hours if in a life threatening situation.

Assistance with the purchase of primary fuel and the payment of the primary utility bills is provided to households who did not receive Heating Assistance or who have exhausted their heating benefit.

4.3 What constitutes a life-threatening crisis?

A crisis situation is considered life-threatening if 1) the temperature is projected to be 32 degrees or less and 2) the household includes at least one vulnerable person (an individual who is under age six, age 60 or over, or disabled). Temperatures of 32 degrees or less for the current and following day are established by verifying the projected temperature through a weather service (The Weather Channel etc).

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:

The purchase of primary home heating fuel through Crisis Assistance requires that the household has exhausted all Heating Assistance benefits this program year; there is no viable source of heat in the home; the household is out of fuel (the tank is empty); or the households' fuel supply is low as indicated: (1) oil/ kerosene 25 gallons or less (2) bottled gas 20% or less gauge reading (3) wood or coal 7 day supply or less. Note: for households that received a direct payment for their Heating Assistance benefit, verification that the benefit was used to purchase primary fuel is required prior to the approval of Crisis Assistance purchase of primary fuel.

The payment of primary heat utility bill through Crisis Assistance requires that the account or electric service is in the name of the applicant or a member of the household or the service address is the same as the applicant's address as verified by the utility company; the household has exhausted all Heating Assistance benefits this program year; and the household has no heat or will have no heat because the primary heat source of electricity or natural gas has been cut off within the past thirty days; will be disconnected within fifteen days; or has a prepaid meter balance of $25 or less. Note: for households that received a direct payment for their Heating Assistance benefit, verification that the benefit was used to pay their primary heat bill is required prior to approval of Crisis Assistance payment of primary utility.

The repair of inoperable or unsafe heating equipment requires that the heating equipment to be repaired must be the primary heating system used by the household and the heating equipment must be inoperable or unsafe at the time of the request. Unsafe is defined as heating equipment that is dangerous or harmful to the health or safety of the household.

The replacement or purchase of heating equipment requires that there is no primary heat source equipment in the home or a vendor has determined the equipment cannot be repaired.

The replacement or purchase of heating equipment assistance is not provided to renters.

Subsidized households (public housing) who are only responsible for periodic payment of individual excess utility usage charges (heating expenses are included in their rent/paid by the housing authority) are not eligible for Crisis Assistance. Subsidized households are those households living in a public housing community/property managed by a public housing authority (PHA) versus a property participating in the Housing Choice Voucher Program (Section 8).

Subsidized households (PHA property) whose total heating costs are included in their rent (paid by the PHA) are not eligible for Crisis Assistance.

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:** Amount to resolve the Crisis not to exceed the maximum benefit amount for the service.

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.**

Crisis Assistance applications are accepted in person at Local Departments of Social Services (LDSS) in 120 cities and counties across the state. Additionally, applicants can submit applications via mail; fax; online through the Virginia Department of Social Services (VDSS) customer portal CommonHelp; and by phone through the VDSS Enterprise Customer Service Center.

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.

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

(•) Yes ( ) No

If No, explain.

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	$4,200.00	**maximum benefit**
Summer Crisis	$0.00	**maximum benefit**
Year-round Crisis	$0.00	**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**

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): Payment of Security Deposits for Primary Heat Utility or Liquid Propane Gas Tank; Provision of Supplemental Heating Equipment/Maintenance; Payment for Emergency Shelter in no heat situations; Purchase of Portable Space Heater for Temporary Use; Purchase of Primary Home Heating Fuel; and Payment of Primary Heat Utility Bill.	☑	☐	☐

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.

We do not work with utility vendors on this but is addressed as part of the Code of Virginia at § 15.2-2121.2. The Code states the following:

A. 1. No electric utility shall disconnect from service any residential customer for the nonpayment of bills or fees (i) when the forecasted temperature low is at or below 32 degrees Fahrenheit within the 24 hours following the scheduled disconnection or (ii) when the forecasted temperature is at or above 92 degrees Fahrenheit within the 24 hours following the scheduled disconnection.

2. No gas utility shall disconnect from service any residential customer for nonpayment of bills or fees when the forecasted temperature low is at or below 32 degrees Fahrenheit within the 24 hours following the scheduled disconnection.

3. No water or wastewater utility shall disconnect from service any residential customer when the forecasted temperature is at or above 92 degrees Fahrenheit within the 24 hours following the scheduled disconnection.

4. To ascertain the projected temperature as provided in this subsection, each utility shall refer to the forecasted local temperature provided by the National Weather Service where the customer to be disconnected is located.

B. No utilities shall disconnect from service any residential customer for nonpayment of bills or fees on Fridays, weekends, state holidays, or the day immediately preceding a state holiday.

C. Nothing in this section shall be construed to limit utilities from voluntarily suspending scheduled disconnections during other extreme weather events, emergency conditions, or circumstances in which a utility determines such suspension is necessary to protect the health and safety of its customers and the reliability of utility service in the Commonwealth. Further, nothing in this section shall be construed to prohibit (i) a disconnection required by the conditions of subdivision A 8 of § 56-247.1, (ii) emergency disconnections for health and safety purposes, or (iii) the occurrence of an automatic service suspension associated with prepaid utility service. Any fees or expenses incurred by a utility in complying with the requirements of this section shall be recovered by the utility.

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

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. Virginia Department of Housing and Community Development (DHCD)

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:**
- [x] **Mostly under DOE WAP rules, with the following LIHEAP rule(s) where LIHEAP and WAP rules differ (Check all that apply.)**
  - [x] **Income Threshold**
  - [x] **Weatherization not subject to DOE WAP maximum statewide average cost per dwelling unit.**
  - [x] **Weatherization measures are not subject to DOE Savings to Investment Ration (SIR) standards.**
  - [x] **Other - Describe:**

Dwelling units previously weatherized (including dwelling units partially weatherized) may not receive further financial assistance for weatherization until the date that is 15 years after the date such previous weatherization was completed.

Subgrantees using LIHEAP funds for purchase of vehicles or equipment over $10,000must receive approval from DHCD prior to purchase.

Eligibility Threshold - 60% SMI is used except where 200 FPG is greater (HH size 8, 9, and over).

Fuel switching only when a Health & Safety inspection identifies an unsafe appliance - subgrantee shall have the ability to select an alternative fuel (electric). The switch will always be modeled by an approved energy audit tool and run as an Energy Conservation Measure when applicable and documentation of original issue shall be required in the client file.

DHCD allows the buy down of measures in single family dwellings when utilizing LIHEAP-only funds.

Gas ranges may be replaced if clean and tune failed to lower CO output to a level lower than 225ppm as measured.

- Justification-Leaving behind a gas range producing CO above BPI threshold is dangerous for the occupant.

Heating systems 15 years of age or older may be replaced with DHCD review and approval.

- Must try to model unit as an Energy Savings Measure first
- Couple with other funding sources, if possible, to reduce the usage and extra burden of our H&S budget category.

- Justification: Due to the 15-year rolling re-weatherization date heating systems 15+ years of age are likely to fail before WAP can return. If the unit fails shortly after Weatherization Crisis funds alone are not enough to cover the heating system replacement.

  Every Weatherized home may receive a fire extinguisher.

- Justification: Additional safety feature for our clients. Even those that have electric heat such as a Heat-Pump. Especially during power outages where they may be using fossil fuel burning appliances in their home. DOE already allows for the installation of a fire extinguisher in home where there is a fossil fuel burning appliance present in the home. This is just as expansion of that.

  A Refrigerator may be installed as a Health and Safety measure if the primary unit is found un-operational.

- Justification: DOE allows for refrigerators to be replaced if the energy audit determines the measure cost effective. However, there is no flexibility given if the refrigerator is found to be un-operational.

  Allowance to go over 20% in Health and Safety budget category that DOE allows. Not to exceed 25%.

- Justification: In order to request a higher percentage from DOE, DHCD must provide justification that there is a need to increase this budget category limit.
- Additional Clarification: Our current Health and Safety percentage is limited by DOE to 20% of the Program Operations budget category.

  LIHEAP funds are not subjected to DOE's Saving to Investment Ratio for the job or projects overall job SIR.

- Justification: We already have the exception to install a measure that falls below DOE's SIR requirements. However, if these measures are included in the energy audit the individual measures will pull down or lower the overall job SIR.

  Note: Weatherization not subject to DOE WAP maximum statewide average cost per dwelling unit.

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? See below	◉ 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.

5.7 Rental tenants must have the written permission of the landlord before weatherization measures can be authorized.

5.8 Multi-family weatherization using LIHEAP requires DHCD approval. Further approval by DOE is not required if no DOE funds are utilized in the weatherization. Work orders from a Hancock Energy Audit Tool (HEAT) or the DOE approved Priority List will be accepted.

5.8 Applicants who were deferred for weatherization but participate in federal Weatherization Readiness Funds or DHCD's Weatherization Deferral Repair Program (WDR) to remediate the cause of deferral prior to weatherization can be added to the weatherization list for services. The applicant must be re-certified for income eligibility if initial determination exceeds 12 months.

5.8 Other

Households who do not have a permanent, safe and operable heat source.

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? $8,813

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:** LED Lighting

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**
- [x] **Social Media**
- [x] **Other (specify):**

For the Heating, Crisis, and Cooling components, the VDSS provides applications upon request as well as access to applications on the VDSS public website. Applications can be submitted in person as well as by mail; fax; online via CommonHelp; and via the phone through the VDSS Enterprise Customer Service Center. Applications are accepted at sites that are geographically accessible to all households within the service area. A toll-free telephone number for the hearing impaired is provided.

In September of 2025, households that received Heating, Crisis, or Cooling Assistance in the prior year receive a preprinted heating assistance application or a notice of preapproval for Heating Assistance in the mail. Last year, 74,630 households received a preprinted application for Heating Assistance. An additional 52,459 households received a notice of preapproval for Heating Assistance. In June of 2026, we completed a preapproval process for Cooling households; 45,229 households were preapproved for Cooling Assistance.

During each component of the Energy Assistance Program, we use social media posts for the DSS Facebook and Twitter accounts to alert potential applicants to the application period starting and ending, to benefits being distributed, and to any questions that arise during the component.

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)** LIHEAP, SNAP, TANF, Medicaid, PIPP, and Child Care via online or phone applications
☑	**Intake referrals to/from other programs (indicate programs included)** LIHEAP, SNAP, TANF, Medicaid, PIPP, and Child Care.
☑	**One - stop intake centers**
☑	**Other - Describe:**

Applicants may apply for multiple VDSS programs by completing one online application.

Through contact with other federal, state and community agencies, Virginia coordinates services and activities to low-income households. At a minimum, the LIHEAP Weatherization component will be coordinated with the Department of Energy (DOE) Weatherization Assistance Program (WAP) and other housing rehabilitation programs operated by local weatherization agencies. During the application process or during the onsite estimation for weatherization, the local administrator will inquire and assess for other health and safety needs or problems related to the home and its occupants.

The VDSS provides an Energy Assistance referral list three times per year to the DHCD for outreach activities by local weatherization agencies.

LDSS in 120 cities and counties are responsible for coordinating programs locally with other community agencies, faith-based organizations, and non-profit organizations.

Through automated systems, the grantee is able to identify low-income households for mass mailings.

The Virginia General Assembly passed and the Governor signed into law, House Bill 2473 and House Bill 71 in March 2002. These laws created the Home Energy Assistance Program (HEAP). Donations made to HEAP are used to supplement LIHEAP benefits.

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?

Administration of Heating Assistance is managed through 120 LDSS including a system of mail-in applications, access to applications on the VDSS public website, the option to apply online via CommonHelp, and the option to apply by telephone through the Enterprise Customer Service Center.

The grantee will continue coordination with other social services organizations (e.g., Area Agencies on Aging and Community Action Agencies) throughout Virginia by supplying EAP information posters and/or EAP Fact Sheets. The grantee also provides EAP information posters and/or EAP Fact Sheets to the Virginia Department of Health (VDH) for distribution to Women, Infants, and Children (WIC) clinics.

Additionally, the grantee will continue to administer the Weatherization component through the DHCD, who contracts with the local weatherization agencies.

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

Administration of Cooling Assistance is managed through 120 LDSS including a system of mail-in applications, access to applications on the VDSS public website, the option to apply online via CommonHelp, and the option to apply by telephone through the Enterprise Customer Servcie Center.

The grantee will continue coordination with other social services organizations (e.g., Area Agencies on Aging and Community Action Agencies) throughout Virginia by supplying EAP information posters and/or EAP Fact Sheets. The grantee also provides EAP information posters

and/or EAP Fact Sheets to the VDH for distribution to WIC clinics.

Additionally, the grantee will continue to administer the Weatherization component through the DHCD, who contracts with the local weatherization agencies.

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

Administration of Crisis Assistance is managed through 120 LDSS including a system of mail-in applications, access to applications on the VDSS public website, the option to apply online via CommonHelp, and the option to apply by telephone using the Enterprise Customer Service Center.

The grantee will continue coordination with other social services organizations (e.g., Area Agencies on Aging and Community Action Agencies) throughout Virginia by supplying EAP information posters and/or EAP Fact Sheets. The grantee provides EAP information posters and/or EAP Fact Sheets to the VDH for distribution to WIC clinics.

Additionally, the grantee will continue to administer the Weatherization component through the DHCD, who contracts with the local weatherization agencies.

8.5 LIHEAP Component Administration.	Heating	Cooling	Crisis	Weatherization
8.5a Who determines client eligibility?	Local City Government Local County Government	Local City Government Local County Government	Local City Government Local County Government	Community Action Agencies Non-profits
8.5b Who processes benefit payments to gas and electric vendors?	State Welfare Agency	Local City Government Local County Government	Local City Government Local County Government	
8.5c who processes benefit payments to bulk fuel vendors?	State Welfare Agency	Local City Government Local County Government	Local City Government Local County Government	
8.5d Who performs installation of weatherization measures?				Community Action Agencies 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?

The Code of Virginia 63.2-100 designates Energy assistance as “public assistance” which is administered by the VDSS. The three LIHEAP components and the state’s “welfare programs” are administered through the same state agency, the VDSS. Administration is managed through 120 LDSS.

8.7 How many local administering agencies do you use? 120

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**

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.

The grantee also makes payments directly to eligible households under the following conditions: household's primary fuel type is wood or coal; fuel tank capacity less than 100 gallons; renters with heat/cooling included in the rent; households where no vendor contract for a specific fuel type exists for their locality; energy source can only be provided by a unique vendor and no vendor contracts exists (i.e., liquid propane, electricity or natural gas); an appeal decision requires it; the household picks up oil/kerosene from an island pump; and eligible households who have their utility payment automatically debited/withdrawn as verified. In Virginia there are approximately five government owned utilities/ municipalities that do not particiapte in the EAP.

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

When the case is approved, the client is mailed a system generated approval notice (Client Notice of Action) that explains the type and amount of services the household has been approved to receive. Note: For households receiving direct payments, in addition to a check, the grantee mails a system generated Client Notice of Action indicating the benefit amount authorized.

At the end of each component, the grantee mails a system generated payment notice (Notice of Payments Made) to each eligible household. The payment notice lists payments made on behalf of the client for each component. Note: households who only receive direct payments do not receive these payment notices.

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?

EAP vendors must sign an agreement (see Attachment II) with the VDSS. The agreement specifies that the vendor will comply with all billing instructions and guidelines provided by VDSS for each component. EAP vendors must provide documentation to support payment requests. All equipment purchases require a recipient signature on the credit authorization/work order when submitted for payment. The state will seek correction of identified noncompliance or terminate the agreement.

In addition, the VDSS mails recipient households a notice at the end of each component that lists all vendor payments made on their behalf that season. If the client disagrees with the amount paid according to the notice, the VDSS follows up with the vendor to confirm all payments were properly credited to the client's account.

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?

EAP vendors must sign an agreement with the VDSS. The agreement specifies that the vendor will not discriminate against or adversely treat any eligible household in regard to terms and conditions of sale, credit, delivery, or service.

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?

The VDSS is responsible for monitoring expenditures for all components of the EAP. No LDSS is reimbursed for administrative expenditures above the maximum amount allowed per state and federal regulations.

DHCD requires that subgrantees enter all weatherization client data into a database. The weatherization measures installed for each client are recorded in the database. Invoices are then created and submitted through the database. The subgrantees also submit general ledgers with the invoices that are reviewed prior to processing. DHCDs records are maintained in accordance with procedures established by the Department of Accounts and are audited by the Auditor of Public Accounts.

The VDSS monitors the DHCD reimbursement requests for weatherization expenditures to ensure that supporting documentation is available for review and to ensure that expenditures are in compliance with state and federal regulations.

Two accounting and tracking systems, one by the EAP program and one by the VDSS Finance Division, are maintained to track revenue and disbursements for all components of the program. These two accounting and tracking systems are reconciled with the state's financialaccounting system.

10.1a Provide your definitions of the following:

Obligation

An obligation is a commitment to pay a third party based on an underlying contract, such as a purchase order. A promise/commitment to pay.

Expenditures

An expenditure is a payment or the incurrence of a liability in exchange for goods or services. Evidence of the documentation triggered by an expenditure is a receipt or an invoice. An actual payment for your promise/commitment obligation.

Expenditure timeframe

Typically 90% of your awarded LIHEAP funds must be obligated in the same FFY they were received; the remaining 10% must be obligated by the end of the following FFY. In Virginia, we treat expenditures in the same manner.

Administrative costs

General and administrative expense is those expenditures required to administer a business. These expenses are not related to the construction or sale of goods or services. Administrative expenses will still be incurred, even in the absence of any sales or selling activity.

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 program is audited by the Auditor of Public Accounts (APA) as required by Virginia Code.

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	other	We did not have an SOP for the processes for preparing and verifying the information reported in the Low-Income Home Energy Assistance (LIHEAP) federal grant programs Annual Household Report.	Yes	procedure/policy changes
2	monitoring	Social Services relies on its case management system to ensure it	Yes	procedure/policy changes

		determines eligibility properly, calculates benefit payments correctly, and complies with the federal and state laws and regulations. However, Social Services case management system does not prevent eligibility workers from authorizing individuals on multiple cases but instead provides a warning message for which they could choose to ignore. Additionally, Social Services does not have a mechanism to detect when an individual has received benefits from multiple cases and/or received benefit payments in excess of its maximum benefit amount.		

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

EAP activities will be monitored by the grantee. VDSS staff monitors cases via the online“Pending”, “Unpaid”, and "Client Management" reports. A sampling of all case types will be randomly selected for review. Case reading reviews will be conducted and findings submitted to management at the state and local level. When necessary, LDSS will be required to develop and submit corrective action plans (CAP) for errors detected.

The Virginia EAP has a strong sub-recipient monitoring plan/policy in place. Virginia is state supervised and locally administered by 120 LDSS. State staff monitors LDSS case management via various online reports. Additionally, a random sample of cases is selected and reviewed by state staff based on a predetermined schedule. Case reading reviews are scheduled/conducted based on a Risk Assessment completed for each LDSS as well as LDSS caseload size with other factors sometimes taken into consideration (i.e. staff changes, significant requests for technical assistance, etc.). Based on risk, LDSS are reviewed at least once every three years. A random sample of cases is pulled and reviewed for guidance/ policy compliance, timely processing, and payment accuracy (including a secondary review of invoices and payments). Findings are reported to the LDSS via the Rushmore case monitoring system. The results are available to the LDSS Director, EAP Supervisor, Regional Director, the VDSS EAP Manager, and the Benefit Programs Division Associate Director and Director; if necessary, case correction is required and, when appropriate, a CAP is submitted by the LDSS. Additionally, a debrief is held with EAP staff and LDSS staff to review the findings.

DHCD staff completes onsite administrative and financial monitoring annually for each of their subgrantees. Subgrantees are required to have an inspection of the completed WAP work done by a certified Quality Control Inspector (QCI). At least five percent of all completed units must be physically inspected by DHCD’s inspectors for compliance with State and Federal standards. DHCD staff submits copies of all completed monitoring reports to VDSS EAP staff for review. Additionally, DHCD staff completes reviews of invoices and payments when their subgrantees submit invoices for payment.

Local Administering Agencies/District Offices:

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

In addition to various sub-recipient monitoring activities, each LDSS must submit a Fraud Plan annually; a Fraud Plan is required for a LDSS to receive a fraud allocation. The Fraud Plan covers multiple programs. The Fraud Plan template is attached (Attachment III).

State Fraud staff conducts Fraud Program Compliance Reviews. Completed investigations are reviewed; the review focuses on the accuracy of the investigative decision.

Classroom and online training is available for both new and experienced EAP workers.

DHCD staff completes on-site evaluations; annual program reviews; monitoring through a central database; and client file testing/sampling for their subgrantees.

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

In addition to the individual case monitoring completed as part of providing technical assistance and financial and case management report monitoring, EAP consultants, conduct case reading reviews for all three EAP components.

Decisions on which LDSS to review are based on the completed risk assessment as well as the types and the frequency of requests for technical assistance, LDSS staff issues (new or inexperienced staff) and the Division's commitment to case reading reviews for all of the LDSS completed during a three year schedule.

Upon completion of LDSS case reading reviews, correspondence is provided within the case reading system, Rushmore. A debrief is conducted with the LDSS Director and EAP Supervisor as well as the Regional Director and the EAP Manager. Information provided will include a summary of the case reading findings, instructions on error corrections (if necessary) and information on possible trends and/or LDSS process/ organizational changes that may help reduce the errors.

The number of cases reviewed per LDSS will be a minimum of 15 cases for large, 10 for medium, and 5(6) for small. Guidance for breakdown of case types is as follows:

Total	Fuel	Crisis	Cooling
15	8	3	4
10	5	2	3
6	2	2	2

The following is a list of the reports and forms used by EAP consultants for monitoring:

- Unpaid Fuel/Crisis/Cooling Report
- Fuel/Crisis/Cooling Pending Report
- EAP Client Management Report - Case Disposition by Locality
- Locality Expenditure Report
- Financial Monitoring Forms – Correction of Payment Errors (COPE), Case Payment Adjustment, Affidavit on Check Endorsement, Stop Payment Request, Check Cancellation

When a component is operational, all of the above listed reports are reviewed weekly. When deadlines approach (i.e. benefit determination, final check writing, etc.) reports are reviewed daily with follow up to LDSS initiated as required. Reports are monitored to ensured to ensure vendors are submitting bills and being paid promptly (unpaid reports). Initial correspondence to LDSS indicating a need for improvement (cases in pending or unpaid status for an excessive number of days) is informal, email, or phone call is sufficient. If there is a recurring problem with an individual DSS, reports with cases chronically overdue for processing or payment, the EAP consultant will work with the LDSS to improve performance.

DHCD staff completes onsite monitoring annually for each of their subgrantees. The "Financial and Administrative Monitoring Tool" and the "Technical Monitoring Tool" are completed with each subgrantee. Although all units are inspected by the subgrantee's own certified Quality Control Inspector at completion of the job, at least five percent of all completed units must be physically inspected by DHCD's inspector for compliance with State and Federal standards. The requirement is ten percent when the subgrantee's energy audit and the quality control inspection are performed by the same person.

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

Site Visits:

Each EAP consultant develops a monitoring schedule to be completed during the following State Fiscal Year. (A plan for the Benefit Programs Division includes a schedule for all agencies over a three year period.) Decisions on which LDSS to review are based on the completed risk assessments, the types and the frequency of requests for technical assistance, LDSS staff issues (new or inexperienced staff), and the Division's commitment to case reading reviews for all of the LDSS during a three year schedule

For DHCD, subgrantees visits are required annually.

For VDSS, site visits are not scheduled as part of each LDSS review due to budget constraints. However, periodic site visits are conducted by VDSS if there are issues in the LDSS or if requested by the LDSS.

For DHCD, subgrantee site visits are required annually. The visits rotate unless there are identified issues that trigger a review sooner thanit would normally occur.

Desk Reviews:

See process listed in Sections 10.5 - 10.7 for VDSS.

All DHCD reviews are completed onsite annually. Monitoring through the electronic database takes place by reviewing invoices monthly.

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

10.9. How many local agencies are currently on corrective action plans? None

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:**

The grantee encourages public participation in the development of the state plan through input from LDSS and DHCD as well as a virtual public hearing. A broadcast is posted on FUSION, an internal website for LDSS, soliciting comments on a draft version of the LIHEAP state plan. Additionally, the draft plan is provided to DHCD staff for review and comments by them and their provider network. In addition to the public hearing, VDSS and DHCD staff meet to discuss proposed changes for Weatherization Assistance.

Notification of the LIHEAP public hearing is shared using the VDSS Social Media and/or published in the legal notices section of selected newspapers. The draft plan is posted to both the VDSS internal website and public site in advance of the hearing. The VDSS public website is included in the public notices.

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	08/21/2026	Virtual Public Hearing

11.3. How many parties commented on your plan at the hearing(s)? 0

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

No comments were received at the hearing.

Note: VDSS staff has solicited comments from LDSS, Weatherization providers, and Community Action agencies but did not receive any comments to date. If any comments requiring a plan revision are received in the future, they will be addressed timely.

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

No comments were received, so no changes were made.

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? 318

12.2 How many of those fair hearings resulted in the initial decision being reversed? 2

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

There were no policy and/or procedural changes for VDSS or DHCD.

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

For VDSS, an applicant for and/or recipient of Heating, Crisis, and/or Cooling Assistance has the right to appeal and receive a fair hearing if: the application or the right to make application is denied; the application is not approved or denied in a timely manner unless the delay was caused by the applicant's lack of cooperation in providing necessary and reasonable evidence; an approved case is closed and the household believes it should not have been; or for any action taken on the case/application for which he/she disagrees.

An applicant for and/or recipient of Heating, Crisis and/or Cooling Assistance has the right to appeal and receive a fair hearing if the application is not approved or denied in a imely manner unless the delay was caused by the applicant's lack of cooperation in providing necessary and reasonable evidence.

DHCD's hearings process is the same for denials and applications not acted on in a timely manner. The local weatherization administrator develops procedures that are adopted by their Board of Directors. Typically, the procedures involve an opportunity to meet with the local agency head and/or a representative group of the Board of Directors.

12.5 When and how are applicants informed of these rights?

All applicants for and recipients of Heating, Crisis and Cooling Assistance will be informed in writing, at the time of application of the right to a fair hearing, of the method by which a hearing may be obtained, and of the right to be represented by others or to represent him/herself. Additionally, LDSS will inform all clients of the right to a fair hearing if the client is dissatisfied with any action taken by the LDSS. Notification will occur via the following methods: applicants seen in person will be informed verbally and in writing via the EAP Fact Sheet and all applicants, whether seen or not, will be informed of the right to request a fair hearing in writing via the Client Notice of Action.

In addition to filing an appeal, the applicant has the right to request a conference with the LDSS to discuss the actions listed above or any action taken on his/her case/application. At this conference, the LDSS must provide the applicant with an explanation of the action taken. The applicant must also be given the opportunity to present an explanation and state why he/she disagrees with the LDSS action. At the conference, the applicant has the right to have his/her side presented by an authorized representative, such as a friend, relative, or lawyer. Requesting a conference does not prevent the applicant from requesting a fair hearing. If a hearing is requested, a VDSS Hearings Officer will conduct the hearing and make a decision on the appeal. The appellant will be notified in writing of the Hearings Officer's decision within 60 days of the receipt of the appeal request.

Applicants for Weatherization are informed of the right to appeal an application denial or an untimely action on an application at the time the application is taken or denied. Files of denied applicants are monitored during the field/client file monitoring. All Weatherization subgrantees are required to have and adhere to their Complaint and Dispute Resolution Policy.

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?

Currently, the VDSS does not charge expenditures to Assurance 16.

Note: The VDSS does include energy savings and conservation tips in the mass mailing of pre-printed applications sent to households prior to the start of the Heating application period. The VDSS is evaluating additional educational and outreach activities to encourage households to reduce their home energy needs (such as participating in information fairs with WAP subgrantees as well as utility providers).

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

If we decided to utilize this funding line, there is a 5% cap on the expenditures within our accounting system.

Additionally, we would track the amount of funds available and spent as we do our other areas of expenditures throughout the year. Program, Budget, and Grant staff track these expenditures and communicate regularly regarding the use of funds.

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

No activities completed.

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

No direct benefits.

13.5 How many households received these services? 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 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.

Third parties are instructed to complete the "LIHEAP Leveraging Report Resource/Benefit Description Pages" for the specified base period based on instructions provided by HHS. Records are retained for a minimum of three years.

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	This program provides payments for heating and cooling assistance to eligible low-income households in addition to LIHEAP benefits.	Dominion Energy (was Dominion Virginia Power) Company EnergyShare Program	EAP provides technical assistance for planning/implementing the EnergyShare Program and works side-by-side with the company in the formulation of policies, procedures, etc. Intake is provided at LDSS and community action/non-profit agencies. Households are assisted only after their LIHEAP benefits have been exhausted or if they were ineligible for LIHEAP. Funding is provided through customer and company contributions. The utility company receives and disburses funds. All payments go directly to the household's energy vendor. Administrative expenses are borne by the utility company.
2	This program provides payments for heating and cooling assistance to eligible low-income households in addition to LIHEAP benefits.	American Electric Power (AEP) Neighbor-To-Neighbor Program	Applicants must be current AEP customers in possession of a cutoff notice, income eligible for LIHEAP, and, if approved for LIHEAP, have exhausted LIHEAP benefits. The VDSS works with AEP on development of program policies and promotion. Funds come from customer and company contributions. The utility company deposits contributions and disburses supplemental assistance to eligible LIHEAP households.
3	This program provides utility security deposits to eligible low-income households.	Security Deposit Option Program (SDOP)	A joint project developed by the VDSS and Dominion Energy, the Security Deposit Option Program allows individuals found eligible for payment of a security deposit through the Crisis and Cooling Assistance components to have the payment of the deposit waived by the utility company. The utility will consider the deposit paid although no dollars have been received. Over the years, additional companies have elected to participate in the SDOP.
4	This program provides Weatherization assistance to eligible low-income households in addition to LIHEAP benefits.	Joint Venture with the Virginia Department of Housing and Community Development	DHCD oversees the Weatherization Assistance Program and weatherization agencies in Virginia. The Weatherization agencies are the sole source vendor for the LIHEAP Weatherization component. The cost of services may be supplemented by other funds received by DHCD; the source of supplemental funds may be state funds allocated to DHCD. (Federal DOE funds would not be used for the cost of any of the LIHEAP services but multiple funding types could be braided together to assist a household.) Intake is provided by local weatherization agencies. The VDSS and DHCD collaborate across programs to maximize available funding for eligible households. The VDSS makes referrals to the DHCD. The VDSS provides a referral list of EAP recipients to the DHCD at the completion of each of the three EAP components.
5	This program provides assistance with heating and equipment costs to eligible low-income households in addition to LIHEAP benefits.	Home Energy Assistance Fund - Home Energy Assistance Program (HEAP)	In 2002, the Virginia General Assembly established a special non-reverting fund to support the efforts of public agencies, private utility service providers, and charitable and community groups seeking to assist low-income Virginians in meeting their residential energy needs. The fund consists of donations, contributions and funds appropriated by the General Assembly. Interest earned on the money shall remain and be credited to the fund. Contributions remaining in the fund at the end of each fiscal year will be carried over into the next year. The funds will be disbursed through the operations of the HEAP. The VDSS has been designated as the lead agency in coordinating and administering all energy assistance efforts among state agencies and non- state organizations electing to participate in HEAP. In January 2004, the Virginia state income tax form provided a check-off option for contributions to HEAP. The VDSS will continue to promote the income tax check-off box on behalf of the fund.
6	This program, if	State General Funds	The VDSS has occasionally received state general funds to supplement the

	offered, would provide payments for heating and cooling assistance to eligible low-income households in addition to LIHEAP benefits.		LIHEAP funded EAP. Periodic receipt of state general funds may continue.

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:

☐ **Formal training provided virtually, on-site, and/or formal training conference**

How often?

☐ **Annually**

☐ **Biannually**

☑ **As needed**

☐ **Other, describe:**

☑ **Employees are provided with policy manual**

☑ **Other, describe:**

New EAP consultants work closely with seasoned staff to collaborate on technical assistance for LDSS and the completion of monitoring reviews for the first few months of employment. After that, peer reviews continue to be completed for monitoring reviews. Employees are provided an online guidance manual.

DHCD staff conducts formal training with grantee staff on grantee policies and procedures annually and as needed. Employees are provided with a policy manual.

b. Local Agencies:

☑ **Formal training provided virtually, on-site, and/or formal training conference**

How often?

☐ **Annually**

☐ **Biannually**

☐ **As needed**

☑ **Other, describe:** EAP training workshops at twice yearly conferences

☑ **On-site training**

How often?

☐ **Annually**

☐ **Biannually**

☑ **As needed**

☐ **Other, describe:**

☑ **Employees are provided with policy manual**

☑ **Other, describe:**

LDSS have two EAP training options available: virtual/recorded training sessions are available for new workers and various online training modules are available as a refresher for experienced workers. The virtual trainings are available statewide at the start of each EAP component. The online and recorded modules are available year round. LDSS staff training is optional. Additionally, each LDSS is assigned a program consultant who monitors the LDSS as a sub-recipient and also provides technical assistance, policy interpretation, and targeted training as needed.

DHCD staff conducts formal training conferences with subgrantees annually and as needed. DHCD conducts Peer Exchange meetings annually with the subgrantees. Onsite training is conducted as needed for subgrantee field staff by Energy Solutions (an IREC accredited Weatherization Training Center). Energy Solutions alsoprovides online training and conducts classes at their training facility in Christiansburg, Virginia.

c. Vendors

- [ ] **Formal training conference**

How often?

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

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

In addition to signing an agreement with the VDSS that lists all vendor responsibilities, depending on EAP services provided, each EAP vendor must complete two or more online training courses: Fraud - Energy Assistance Vendors (all vendors must complete); Fuel Assistance - Vendor Responsibilities (all Fuel vendors must complete); Crisis Assistance - Vendor Responsibilities (all Crisis vendors must complete); and Cooling Assistance - Vendor Responsibilities (all Cooling vendors must complete). We are also in the process of developing new targetted refresher training modules for vendors for FFY26.

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.

In 2016, the VDSS migrated multiple legacy eligibility systems to a single case management/eligibility system, VaCMS, to include Child Care, Medical Assistance, SNAP, TANF and LIHEAP. Prior to the the migration to VaCMS, Performance Measure (PM) activities/changes included changes to paper applications (additional questions to capture new data elements and revised language included in the applicant certification) and soliciting and securing new EAP vendor agreements. PM questions to collect information on restoration of services and prevention of loss of services were added to data collection screens in VaCMS prior to the launch. We have made several changes to VaCMS to collect additional PM data during the online application process in CommonHelp as well change requests to collect data and generate correct data and the necessary reports in VaCMS to report PM on the LIHEAP Performance Data Form Sections V, Vi and VII. We will continue to make changes to ensure this data is correct.

We updated our reporting capability in FFY2025 to allow for quarterly data that reflects Restoration and Prevention totals each quarter.

We were hoping to implement a vendor portal in FFY26 to allow our vendors easier and faster access to payment and approved service information as well as an easier way to provide us with data and billing information. This was placed on hold until FFY27 due to a lack of technical resources available at our agency due to the focus on HR1 requirements.

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.

- [x] **Online Fraud Reporting**
- [x] **Dedicated Fraud Reporting Hotline**
- [x] **Report directly to local agency/district office or Grant recipient office**
- [x] **Report to State Inspector General or Attorney General**
- [x] **Forms and procedures in place for local agencies/district offices and vendors to report fraud, waste, and abuse**
- [ ] **Other - Describe:**

b. Describe strategies in place for advertising the above-referenced resources. Select all that apply

- [x] **Printed outreach materials**
- [ ] **Posted in local administering agencies offices.**
- [ ] **Addressed on LIHEAP application**
- [x] **Website**
- [x] **Other - Describe:**

The VDSS has a customer service toll-free number/hotline that in addition to general customer service inquiries can be used to report suspected fraud, abuse and waste. The number is included on the VDSS public website.

Information on how to report fraud, abuse, and/or waste is included on pre-printed applications and EAP Fact Sheets. Additionally, there is information on both the public and internal VDSS EAP websites as well as the EAP information sheet regarding the reporting of fraud, abuse, and/or waste.

A state employee fraud, waste and abuse hotline is also available for anonymous reporting using one of the following: a toll free number 1-800-723-1615; a fax number of (804) 371-0165 an email to COVHotline@osig.virginia.gov; or by mail at State Fraud, Waste, and AbuseHotline, PO Box 1151, Richmond, VA, 23218.

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:**

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:**

    Income is also verified through public assistance records (SNAP, TANF, and Medicaid) which may include income verified through various third party sources including the Work Number (third party employment information provided by TALX Corporation).

- ☑ **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:**

    EAP staff can use Systems Partnering in a Demographic Repository (SPIDeR) to verify income from employment, unemployment, SocialSecurity, and child support. SPIDeR is a web-based system which benefits users by effectively facilitating communication between applications (systems). The following systems are currently partnered with SPIDeR and can be viewed by EAP staff: VaCMS, APECS (Automated Program for the Enforcement of Child Support); SDX (State Data Ex hange); VEC (Virginia Employment Commission); and the Work Number (3rd Party Employment information provided by TALX Corporation).

b. Describe any exceptions to the above policies.

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**
- ☐ **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)**
- ☑ **Other - Describe:**

The VDSS requires the household provide the Social Security Number (SSN) of all household members for all three EAP components (Heating, Crisis, and Cooling) with the following exceptions: children who are under age 18; individuals who receive Social Security benefits or public assistance; and individuals who hold a “qualified” alien status. Note: individuals who receive public assistance have already provided their SSN to the LDSS.

Although HHS does not require SSNs, with the launch of EAP in VaCMS, SSNs for individual household members are collected. In the former legacy system, SSN for applicant and spouse were the only SSNs captured in the system even though SSNs may have been included on the application.

The VDSS requires that the SSN be provided – verification of the number is not required. However, the majority of LIHEAP recipients also receive other types of public assistance which require verification of the SSN.

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.

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

VDSS state and local staff must complete an annual online security training which includes guidance/policy on the protection and securityof personal data/information.

VDSS security protocol limits system access to individuals who require access to perform their jobs. System access, which is based on least privilidge, includes all systems: eligibility, verification, and financial.

Section 63.2-102 of the Code of Virginia provides statutory requirements for allowing access to records and information for public assistance programs and child support enforcement as well as the penalty for disclosure and any confidential information.

17.7. Verifying the Authenticity

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

- ☑ **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**
- ☑ **Other - Describe and note any exceptions to policies above:**

Prior to becoming an approved vendor, all businesses are required to provide Virginia Taxation and IRS documents to the VDSS.

Additionally, all vendors who provi e certain types of repair/replacement services for heating/cooling equipment must provide proof of current licensure to provide these services.

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.

- [ ] 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
  - [x] Balances
  - [ ] Payment history
  - [ ] Account is properly credited with benefit
  - [ ] Other - Describe:
- [x] Centralized computer system/database tracks payments to all utilities
- [x] Centralized computer system automatically generates benefit level
- [ ] 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
- [x] Procedures are in place to require prompt refunds from utilities in cases of account closure
- [x] Vendor agreements specify requirements selected above, and provide enforcement mechanism
- [ ] Other - Describe:

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
- [ ] Two-party checks are issued naming client and vendor
- [x] Direct payment to households are made in limited cases only
- [ ] 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.
- [x] Vendor agreements specify requirements selected above, and provide enforcement mechanism
- [x] Other - Describe:

  Payments are issued upon receipt of the credit authorization and metered delivery ticket.

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
- [x] Grant recipient attempts collection of improper payments. If so, describe the recoupment process

The LDSS must recover overpayments from the client or vendor when the improper payment is the result of an error on the part of the client or vendor. The LDSS will make arrangements for voluntary repayment of the amount of the overpayment. If this fails, the LDSS will initiate action in accordance with the Code of Virginia, to collect the amount as a debt, unless the administrative cost of such action would exceed the amount of the overpayment.

The LDSS will not correct underpayments to the household based on client error. In cases of vendor or client fraud, the LDSS will follow the recovery procedures prescribed by the court.

- [x] **Clients found to have committed fraud are banned from LIHEAP assistance. For how long is a household banned?** For 12 months
- [ ] **Contracts with local agencies require that employees found to have committed fraud are reprimanded and/or terminated**
- [ ] **Vendors found to have committed fraud may no longer participate in LIHEAP**
- [ ] **Other - Describe:**

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.)*

Virginia Department of Social Services *** Address Line 1**		
5600 Cox Road **Address Line 2**		
Address Line 3		
Glen Allen *** City**	Virginia *** State**	23060 *** 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.**