

ATTACHMENT 3

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

DETAILED MODEL PLAN

PUBLIC LAW 97-35, AS AMENDED

FISCAL YEAR (FY) 2012

GRANTEE: MISSOURI

EIN: 1-446000987 – B6

ADDRESS: DEPARTMENT OF SOCIAL SERVICES /FAMILY SUPPORT DIVISION

P.O. BOX 2320

JEFFERSON CITY, MISSOURI 65102

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PLEASE CHECK ONE: TRIBE STATE X INSULAR AREA

**Department of Health and Human Services
Administration for Children and Families
Office of Community Services
Washington, DC 20447**

**August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
OMB Approval No. 0970-0075
Expiration Date: 04/30/2014**

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 in years in which the grantee is not permitted to file an abbreviated plan. 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.

Assurances

The State of Missouri agrees to:
(Grantee Name)

(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 grantees 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 disbursement 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.

Certification to the Assurances: As Chief Executive Officer, I agree to comply with the sixteen assurances contained in Title XXVI of the Omnibus Budget Reconciliation Act of 1981, as amended.* By signing these assurances, I also agree to abide by the standard assurances on lobbying, debarment and suspension, and a drug-free workplace.

Signature of the Tribal or Board Chairperson or Chief Executive Officer of the State or Territory.**

Signature: _____

Title: Director, Department of Social Services _____

Date: _____

*** Indian tribes/tribal organizations, and territories with annual regular LIHEAP allotments of \$200,000 or less, are not subject to assurance 15, and thus must only certify to 15 assurances.**

**** If a person other than the Chief Executive Officer of the State or territory, or Tribal Chairperson or Board Chairperson of a tribal organization, is signing the certification to the assurances, a letter must be submitted delegating such authority. (PLEASE ATTACH DELEGATION of AUTHORITY.) The delegation must include authority to sign the assurances, not just to administer the program.**

***** HHS needs the EIN (Entity Identification Number) of the State, territory or Tribal agency that is to receive the grant funds before it can issue the grant.**

In the above assurances which are quoted from the law, "State" means the 50 States, the District of Columbia, an Indian Tribe or Tribal Organization, or a Territory; "title" of the Act refers to Title XXVI of the Omnibus Budget Reconciliation Act of 1981 (OBRA), as amended, the "Low Income Home Energy Assistance Act"; "section" means Section 2605 of OBRA; and, "subsection" refers to Section 2605(b) of OBRA.

statutory
references

2605(a)

2605(b)(1)

→ Please 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

(use of
funds)

heating assistance October through March

cooling assistance _____

crisis assistance Winter – October through May
Summer – June through September

weatherization assistance _____

2605(c)(1)(C) → Please 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%.**

(use of
funds)

50 % heating assistance

% cooling assistance

30 % crisis assistance

2605(k)(1)

% weatherization assistance

10 % carryover to the following fiscal year

2605(b)(9)

10 % administrative and planning costs

2605(b)(16)

% services to reduce home energy needs
including needs assessment (assurance 16)

% used to develop and implement leveraging activities (limited to the greater of 0.08% or \$35,000 for States, the greater of 2% or \$100 for territories, tribes and tribal organizations).

100 % **TOTAL**

statutory
references

2605(c)(1)(C)

→The funds reserved for winter crisis assistance that have not been expended by March 15 will be reprogrammed to:

(alternate use
of crisis assistance
funds)

_____ heating assistance

_____ cooling assistance

_____ weatherization assistance

X Other (specify):

***Winter crisis goes through May, subject to availability of funds.
Any funds not expended after May are utilized toward summer crisis.***

→Do you accept applications for energy crisis assistance at sites that are geographically accessible to all households in the area to be served? (This is required by the statute.)

Yes X No _____

2605(b)(2)

2605(c)(1)(A)

→What are your maximum eligibility limits?
(Please check the components to which they apply.)
Current year guidelines must be used.

(eligibility)

_____ 150% of the poverty guidelines:
heating _____ cooling _____ crisis _____ wx _____

_____ 125% of the poverty guidelines:
heating _____ cooling _____ crisis _____ wx _____

_____ 110% of the poverty guidelines:
heating _____ cooling _____ crisis _____ wx _____

_____ 60% of the State's median income:
heating _____ cooling _____ crisis _____ wx _____

X Other (specify for each component)

135% of the poverty guidelines for heating
135% of the poverty guidelines for crisis

_____ Households automatically eligible if one person is receiving
_____ TANF, _____ SSI, _____ Food Stamps, _____ Certain means-tested
veterans programs (heating _____ cooling _____ crisis _____ wx _____)

statutory
references

2605(c)(1)(A)
2605(b)(2)
(eligibility)

→Do you have additional eligibility requirements for:
HEATING ASSISTANCE X Yes No)

→Do you use: Yes No

Assets test? X

Maximum \$3000 per household

→Do you give priority in eligibility to:

Elderly? X

Disabled? X

Young children?

Other: X
(If Yes, please describe)

LIHEAP eligibility is based on four main areas:

- ***Citizenship and Alien Status: All household members must be a citizen of the United States or be an alien admitted to this country for permanent residence;***
- ***Resources: Each household's resources may not exceed \$3,000;***
- ***Responsibility for Heating/Cooling Costs: Each household must establish they have an account in their name or meet the definition of a renter/landlord applicant and are incurring heating/cooling costs. Applicants for the Energy Crisis Intervention Program (ECIP) component must additionally have received a notice of termination or services have already been terminated.***

Renters whose heating/cooling costs are included in their rent are not eligible to receive ECIP benefits. Landlord cases, when the landlord sends a fuel bill to the renter, are eligible to receive ECIP benefits as long as the Community Action Agency (CAA) receives in writing from the landlord that the applicant's service is threatened or terminated. This information should be documented;

• Income Based on Household Size: Each household must meet specified income guidelines (135% of the federal poverty level) based on their household size.

In addition:

- Applications are mailed and accepted for Elderly and/or Disabled during each year in the month of October, one month prior to official program beginning.***
- A \$100 medical deduction is automatically given to household in which the applicant or spouse is elderly (age 65 or older) or disabled. Only one \$100 deduction will be allowed, even if both applicant and spouse meet either or both criteria.***

statutory
references

2605(c)(1)(A)
2605(b)(2)

→Do you have additional eligibility requirements for:
COOLING ASSISTANCE (____ Yes **X** No)

(eligibility)

→Do you use:	<u>Yes</u>	<u>No</u>
Assets test?	_____	_____
→Do you give priority in eligibility to:		
Elderly?	_____	_____
Disabled?	_____	_____
Young children?	_____	_____
Other: (If Yes, please describe)	_____	_____

statutory
references

2604(c)
2605(c)(1)(A)

→Do you have additional eligibility requirements for:
CRISIS ASSISTANCE (X Yes _____ No)

(eligibility)

→Do you use: Yes No

Assets test? X _____

Maximum \$3000 per household

Must the household have received a shut-off notice or have an empty tank? X _____

Must the household have exhausted regular benefit? X _____

Must the household have received a rent eviction notice? _____ X _____

Must heating/cooling be medically necessary? X _____

According to Missouri's LIHEAP, there are no additional eligibility requirements for heating assistance, however in order to receive an air conditioner window unit, medical necessity may be required. The policy is written as follows:

“An eligible household that is income qualified must have a member who is 65 or older or have any household member that has a letter from a qualified physician or nurse practitioner stating that a life-threatening condition exists where an air conditioner will eliminate or significantly reduce the possibility of loss of life or heat related illness. The letter does not have to include the diagnosis or condition; it only has to indicate there is a need for air conditioning.”

Other (Please explain):

X

LIHEAP eligibility is based on four main areas:

- ***Citizenship and Alien Status: All household members must be a citizen of the United States or be an alien admitted to this country for permanent residence;***
- ***Resources: Each household's resources may not exceed \$3,000;***
- ***Responsibility for Heating/Cooling Costs: Each household must establish they have an account in their name or meet the definition of a renter/landlord applicant and are incurring heating/cooling costs. Applicants for the Energy Crisis Intervention Program (ECIP) component must additionally have received a notice of termination or services have already been terminated. Renters whose heating/cooling costs are included in their rent are not eligible to receive ECIP benefits. Landlord cases, when the landlord sends a fuel bill to the renter, are eligible to receive ECIP benefits as long as the Community Action Agency (CAA) receives in writing from the landlord that the applicant's service is threatened or terminated. This information should be documented;***
- ***Income Based on Household Size: Each household must meet specified income guidelines (135% of the federal poverty level) based on their household size.***

In addition:

- ***Applications are mailed and accepted for Elderly and/or Disabled during each year in the month of October, one month prior to official program beginning.***
- ***A \$100 medical deduction is automatically given to household in which the applicant or spouse is elderly (age 65 or older) or disabled. Only one \$100 deduction will be allowed, even if both applicant and spouse meet either or both criteria.***

➔What constitutes a crisis? (Please describe)

ECIP is designed to provide financial assistance to households in a verifiable energy crisis. This crisis is defined as receipt of termination or disconnect notice indicating a specific disconnect date; a final billing statement advising the account has been terminated; if they are a cash on delivery (COD) customer or when the propane tank is filled at less than 20% capacity. ECIP funds can be used for primary or secondary fuel sources.

Crisis cases will be considered in compliance with section 2604(c) of the LIHEAP statute so long as the energy crisis is resolved within forty-eight (48) hours of the date stamp received or by the disconnection date located on the home energy bill. NOTE: In the absence of a home energy bill, verbal confirmation may come from the home energy supplier. Applications received where the home energy source is already terminated or due to be terminated any time up to the forty-eight (48) hours must still have the energy crisis resolved within the required timeframe(s) as dictated by section 2604(c) of the LIHEAP statute.

Emergency services can be provided to protect the health and safety of the applicant when other forms of assistance under LIHEAP will not resolve the energy related crisis.

The Contractor is allowed to utilize 2% of the Direct Service Funding for emergency needs: blanket purchases, emergency lodging, and additional funding up to \$400 for furnace and central air replacements for applicants eligible for LIHEAP (the additional \$400 will not be utilized for additional payment on an applicant's utility bill). Funding used for blankets and emergency lodging will be deducted from the direct assistance limit with the applicant eligible for assistance up to the maximum limit as long as funds are available. Wood stoves may only be purchased if wood is the primary fuel source and the current wood stove is unsafe to use. Agencies will need to specify in their contract a request to use funds for emergency services.

These services must be stated in the agency's contract and include the following:

- *Blankets*
- *Emergency Lodging*
- *Furnace and Central Air replacement*
- *Air Conditioner Window Units*
- *Wood Stoves*

statutory
references

2605(c)(1)(A)

→Do you have additional eligibility requirements for:
WEATHERIZATION (___ Yes **X** No)

(eligibility)

→Do you use:

Yes No

Assets test?

Priority groups? (Please list)

→Are you using Department of Energy (DOE) Low
Income Weatherization Assistance Program
(LIWAP) rules to establish eligibility or to establish
priority eligibility for households with certain
characteristics?

→If Yes, are there exceptions?
Please list below.

statutory
references

2605(b)(3)
2605(c)(3)(A)

(outreach)

→ X Please check the outreach activities that you conduct that are designed to assure that eligible households are made aware of all LIHEAP assistance available:

X provide intake service through home visits or by telephone for the physically infirm (i.e. elderly or disabled).

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.

Regulated home energy suppliers are required to provide this information for the program.

X make mass mailing to past recipients of LIHEAP.

Households who received assistance from the LIHEAP in the previous year receive an application in the mail. The applicant is responsible for completing, signing, attaching required documentation, and returning to the agency designated to process their application for services.

X inform low income applicants of the availability of all types of LIHEAP assistance at application intake for other low-income programs.

X execute interagency agreements with other low-income program offices to perform outreach to target groups.

X other (Please specify):

Community Action Agencies provide articles for faith-based organizations, media, local schools, and outreach/education programs sponsored by the Public Service Commission and Department of Natural Resources. Poverty Simulations are provided by Community Action Agencies which involve local merchants, social service agencies, Chamber of Commerce, local and state government staff.

statutory
references
2605(b)(4)

→ Please describe how you will assure that LIHEAP is coordinated with similar and related programs. The description provided applies to all components unless specifically noted.

(coordination)

All programs, with the exception of Title VI of the Energy Conservation Act, are administered by the Department of Social Services or through contractual arrangements with the nineteen (19) Missouri Community Action Agencies (CAA) throughout the state. CAA's are sub-grantees for CSBG, Head Start, distribute USDA surplus commodities to low income households, administer programs for Missouri's homeless population, administer the Energy Crisis Intervention Program (ECIP) component of LIHEAP and the intake and eligibility determination functions for the regular Energy Assistance (EA) component of LIHEAP. Sixteen (16) CAA's also provide information services through contractual arrangements with the Missouri Department of Natural Resources, Division of Energy (DNR). Missouri will continue to contract with Community Action Agencies to administer LIHEAP. In the event a CAA is unavailable within a specific geographic area, DSS will select an appropriate non-profit community-based social service agency to administer the program.

Missouri's LIHEAP generates a Non-Weatherization Printout and shares this with all nineteen (19) Community Action Agencies even if weatherization is contracted by another agency.

2605(b)(5)
2605(b)(2)
2605(b)(8A)

→ The statute requires that there be no difference in the treatment of households eligible because of their income and those eligible because they receive benefits under TANF, Food Stamps, SSI, or certain means-tested veterans programs ("categorically eligible"). How do you ensure there is no difference when determining eligibility and benefit amounts? This applies to all components unless specifically noted below.

(benefit
levels)

Receipt of categorical assistance has no bearing upon an individual's eligibility for assistance or the amount of benefit they receive under Missouri's LIHEAP. Benefits are based on household income, household size, and type of energy fuel used.

Benefit amounts under the Winter and Summer Crisis component of Missouri's program are determined based on the amount of assistance needed, up to \$800 for Winter Crisis and \$300 for Summer Crisis to alleviate a participant's energy related crisis, i.e. restore or continue utility service. Receipt of categorical assistance is not a factor in the determination of benefit amounts.

statutory
references

HEATING COMPONENT

2605(b)(5) → Please check the variables you use to determine your benefit levels (check all that apply):

(determination
of benefits)

- 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)

2605(b)(5) → Describe how you will assure that the highest benefits go to households
 2605(c)(1)(B) with the lowest incomes and the highest energy costs or needs in relation
 to income, taking into account family size.

(benefit
levels) Please describe benefit levels or attach a copy of your payment matrix.

The attached payment matrices indicates compliance with this assurance by virtue of the fact that benefit amounts decrease as income increases to reflect the household's energy costs in relation to their income.

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

Yes No If Yes, please describe.

statutory
references

2605(b)(5)
2605(c)(1)(B)

COOLING COMPONENT

➔ Please check the variables you use to determine your benefit levels (check all that apply):

(determination
of benefits)

- 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)

2605(b)(5)
2605(c)(1)(B)

➔ Describe how you will assure that the highest benefits will go to households with the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size. Please describe benefit levels or attach a copy of your payment matrix.

(benefit
levels)

➔ Do you provide in-kind (e.g. fans) and/or other forms of benefits?

Yes No If Yes, please describe.

—
statutory
references

2605(b)(5)
2605(c)(1)(B)

CRISIS COMPONENT

(determination
of benefits)

→How do you handle crisis situations?

 X separate component other (please explain)

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

 X amount to resolve crisis, up to maximum

 other (please describe)

(benefit
levels)

→Please indicate the maximum benefit for each type of crisis assistance offered.

heating \$ 800 maximum benefit

cooling \$ 300 maximum benefit

year-round \$ maximum benefit

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

 X Yes No If Yes, please describe.

Emergency services can be provided to protect the health and safety of the applicant when other forms of assistance under LIHEAP will not resolve the energy related crisis.

The Contractor is allowed to utilize 2% of the Direct Service Funding for emergency needs: blanket purchases, emergency lodging, and additional funding up to \$400 for furnace and central air replacements for applicants eligible for LIHEAP (the additional \$400 will not be utilized for additional payment on applicant's utility bill). Funding used for blankets and emergency lodging will be deducted from the direct assistance limit with the applicant eligible for assistance up to the maximum limit as long as funds are available. Wood stoves may only be purchased if wood is the primary fuel source and the current wood stove is unsafe to use. Agencies will need to specify in their contract a request to use funds for emergency services.

These services must be stated in the agency's contract and include the following:

- *Blankets*
- *Emergency Lodging*
- *Furnace and Central Air replacement*
- *Air Conditioner Window Units*
- *Wood Stoves*

statutory
references

2605(b)(5)
2605(c)(1)
(B) & (D)

**WEATHERIZATION & OTHER ENERGY RELATED
HOME REPAIR AND IMPROVEMENTS**

➔What LIHEAP weatherization services/materials do you provide?
(Check all categories that apply.)

(types of
assistance)

- Weatherization needs assessments/audits.
- Caulking, insulation, storm windows, etc.
- Furnace/heating system modifications/repairs
- Furnace replacement
- Cooling efficiency mods/repairs/replacement
- Other (Please describe)

(benefit
levels)

➔Do you have a maximum LIHEAP weatherization benefit/expenditure
per household? Yes No

If Yes, what is the maximum amount? \$ 1200

***Maximum Winter Crisis benefit is \$800.00. Up to an additional \$400 for
furnace and central air replacement/repairs for applicants eligible for
LIHEAP.***

➔Under what rules do you administer LIHEAP weatherization? (Check
only one.)

(types of
rules)

- Entirely under LIHEAP (not DOE) rules
- Entirely under DOE LIWAP rules
- Mostly under LIHEAP rules with the following DOE LIWAP rule(s)
where LIHEAP and LIWAP rules differ (Check all that apply):

Weatherize buildings 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 (Please describe)

Mostly under DOE LIWAP rules, with the following
LIHEAP rule(s) where LIHEAP and LIWAP rules differ (Check
all that apply.)

Weatherization not subject to DOE LIWAP maximum
statewide average cost per dwelling unit.

Other (Please describe.)

2605(b)(6) The state or tribe administers LIHEAP through the following local agencies:

(agency designation)

county welfare offices
 community action agencies (weatherization component only)
 community action agencies (heating, cooling or crisis)
 charitable organizations
 not applicable (i.e. state energy office)
 tribal office
 other, describe: designee agency.

→ Have you changed local administering agencies from last year?

Yes No

If Yes, please describe how you selected them.

→ What components are affected by the change?

2605(c)(1)(E) → Please describe any additional steps (other than those described elsewhere in this plan) that will be taken to target assistance to households with high home energy burdens. **(This applies to all components. If all steps to target households with high home energy burdens are described elsewhere in the plan, no further information is required here.)**

(targeting of assistance)

Participating in the Missouri Public Service Commission's campaign to educate households on the seasons rising utility costs and how households can conserve and take action of their usage and bills. MO BEE (Be Energy Efficient) will be utilized with state departments and community agencies. CAA's are working on outreach efforts through back to school fairs and energy conservation fairs. Some agencies have home energy suppliers and other social service agencies such as AARP and United Way involved.

statutory
references

2605(b)(7)
(energy
suppliers)

→ Do you make payments directly to home energy suppliers?

Heating Yes No

Cooling Yes No

Crisis Yes No

If Yes, are there exceptions? Yes No

If Yes, please describe.

Direct payments to the applicant will be made only under the following conditions:

- ***The supplier has not signed a contract with the State of Missouri to participate in LIHEAP.***
- ***Cylinder propane is used as the home energy heat source.***
- ***Supplier refuses to serve a particular account holder or the supplier failed to accept or deny the LIHEAP payment by deadline.***
- ***Kerosene is used as the home energy heat source.***
- ***Applicant pays a landlord for the home energy heat cost that is not included in their rental payment.***
- ***Wood/wood pellets/corn pellets are used as the home energy heat source.***
- ***Applicant's home energy heat cost is included as an undesignated portion of their regular monthly rental charge.***

2605(b)(7)(A)

→ If you make payments directly to home energy suppliers, how do you notify the client of the amount of assistance paid? (Please describe)

Copies of computer generated notifications (EA-6 and EA-7) are attached. The EA-6 is mailed to the applicant when their application is updated to the eligibility file and advises the applicant of EA benefit amount as well as name of the home energy supplier who will be paid. The EA-7 is mailed to the applicant after payment has been made and advises the applicant of the date, amount of payment, and name of the home energy supplier.

2605(b)(7)
(B) & (C)

→How do you make sure the home energy supplier performs what is required in this assurance? If vendor agreements are used, they may be attached. Indicate each component for which this description applies.

A copy of the Low Income Home Energy Assistance Program Agreement Between Missouri Department of Social Services, Family Support Division and Home Energy Supplier is attached.

Requirements in this document exceed those specified in statute and apply to all LIHEAP programs. A written agreement must be executed with suppliers prior to any payments being issued to them. A random sample of the contracted home energy suppliers are required to submit actual usage data on the past year for every customer who receives payment from LIHEAP.

statutory
references

2605(b)(8)(B)

➔ Is there any difference in the way owners and renters are treated? If Yes, please describe.

(owners
and
renters)

HEATING ASSISTANCE

Yes No

Individuals living in rental property and paying a home energy supplier directly for their heating costs receive the same benefit as a similarly situated homeowner. Individuals with heating costs included as undesignated portion of their monthly rental charge receive a payment equal to 8% of their annual rental costs or the amount they would receive as a homeowner, whichever is less. Households residing in public subsidized housing with utilities included as an undesignated portion of their monthly rent, provided they can document they are paying energy costs over and above the utility allowance included in their regular monthly rental charge.

COOLING ASSISTANCE

Yes No

CRISIS ASSISTANCE

Yes No

Individuals living in rental property and paying a home energy supplier directly for their heating costs receive the same benefit as a similarly situated homeowner. Renters heating and cooling costs included as undesignated portion of their monthly rental charge will not be entitled to receive crisis assistance. Landlord cases, in which the landlord sends a fuel bill to the renter, are eligible for crisis assistance as long as the landlord provides a written statement the applicants' service is threatened or terminated.

WEATHERIZATION

Yes No

statutory
references

2605(b)(10)

(program,
fiscal
monitoring,
and audit)

→How do you ensure good fiscal accounting and tracking of LIHEAP funds? (Please describe. Include a description of how you monitor fiscal activities.)

All expenditures of LIHEAP funds are made available under policy, procedures, rules and regulations by the Missouri Office of Administration, Department of Social Services, Division of Financial and Administrative Services and the Missouri Treasurer's Office. No expenditures for heating assistance payments for the Energy Assistance (EA) component of LIHEAP are made unless:

- *The eligibility of the program participant has been established and updated to the centralized computer file, which performs numerous edits to validate the accuracy of the determination and determines the amount of assistance to be paid;*
- *The home energy supplier who is to receive payment on behalf of the household has entered into an agreement to participate in LIHEAP and has been added to the automated file of participating home energy suppliers; and*
- *The payment to be made to the home energy supplier or the eligible household has been prepared through our automated check writing system which performs numerous edits to assure the accuracy of the payment and the eligibility of the home energy supplier or household to receive the payment.*

Funds provided to the contracted Community Action Agencies (CAA) for the Energy Crisis Intervention Program (ECIP) component of LIHEAP are subject to the following conditions:

- *No funds are released to a CAA unless a signed written agreement which stipulates the purpose(s) for which those funds are expended, as well as several other conditions governing the expenditures of these funds;*
- *CAAs are required to submit monthly, as well as annual program/financial reports to document the expenditure of funds provided to them through LIHEAP;*
- *The State Auditor's Office audits the Family Support Division (FSD)'s LIHEAP and makes the results of their audits available at <http://www.auditor.mo.gov>. These audits are scheduled and conducted by the State Auditor's Office and are independent of DSS; and*
- *In accordance with Office of Management and Budget (OMB) Circular A-133 Audits of States, Local Governments, and Non-*

Profit Organizations, each CAA secures an external audit in order to comply with the Single Audit Act of 1984. Copies of these audit reports are provided to the FSD Community Support Unit (CSU).

➔How do you monitor program activities? (Please be sure to include a description of how you monitor eligibility and benefit determination.)

On-site monitoring visits are made by state LIHEAP personnel for the purpose of reviewing eligibility determinations made by the contracted agencies and the procedures are in place to assure the right to apply for all LIHEAP programs.

During these on-site monitoring visits, program participant files are reviewed in detail to verify that the eligibility determination made by the agency was correct and that all established policies and procedures were followed in the decision-making process. At the conclusion of each on-site monitoring visit, an exit conference is held with the CAA's executive director or his/her designee to review and discuss any findings.

When all monitoring activities have been completed for an on-site monitoring visit, a final report of all findings will be produced and distributed to the CAA in review. Elements included in the final report consist of, but not limited to, payment accuracy, adherence to policy and procedures, timely disposition of applications, and accessibility of the program to needy households.

In addition to these on-site monitoring activities, a random sample of the contracted home energy suppliers are required to submit actual usage data on the past year for every customer who receives payment from LIHEAP.

➔How is your LIHEAP program audited?

Under the Single Audit Act? Yes No

If not, please describe:

Audit is performed by Missouri State Auditor's Office and results made available at <http://www.auditor.mo.gov>.

For States and Territories:

➔Is there an annual audit of local administering agencies? Yes

No

If not, please explain.

statutory
references

2605(b)(12)

(timely and
meaningful
public
participation

→How did you get timely and meaningful public participation in the development of the plan? (Please describe.)

- *Committee to Keep Missourians Warm holds monthly meetings which include representation from the Department of Social Services, Department of Natural Resources, Community Action Agencies, Public Service Commission, public and private service agencies, and home energy suppliers;*
- *Posting of draft FFY 2012 full state plan on the LIHEAP website and initiated feedback from Community Action Agencies, home energy suppliers, and other public social service agencies;*
- *Meeting with Outreach Managers Professional Alliance to discuss recommendations made by the Community Action Agencies Energy Task Force. The Task Force sought feedback by surveying home energy suppliers and LIHEAP customers;*
- *Meeting with home energy suppliers on June 27, 2011;*
- *Feedback from LIHEAP customers through customer contact to discuss the LIHEAP program, enhancements, and changes.*
- *Notices for a public hearing on August 12, 2011, were placed in the St. Louis Post Dispatch, Kansas City Star, Columbia Daily Tribune, Springfield News Leader, and Jefferson City Tribune;*
- *Notices were posted on the bulletin boards at 615 Howerton Court, Jefferson City, Missouri, Missouri House and Senate Chambers, and all media boxes at the Missouri State Capitol; and*
- *Distributed to the Public Service Commission's Consumer Division and Community Action Agency Executive Directors.*

2605(a)(2)

→Did you conduct public hearings on the proposed use and distribution of your LIHEAP funds? When and where?

Yes No

(Not required for Tribes and tribal organizations)

(public
hearings)

August 12, 2011 at the Governor's Office Building, Jefferson City, Missouri.

The following comments, summarized below, were made at the August 12, 2011 LIHEAP Public Hearing:

Questions and comments at Public Hearing:

Written testimony received from Rae Lewis, representing Missouri Gas Energy (MGE), address 3420 Broadway, Kansas City, MO 64111:

“MGE proposes, for the fourth year in a row, a general guideline to be included in the LIHEAP contract which requires recipients to show that they have made recent payments on their heating bill in order to qualify for a LIHEAP and /or ECIP benefit.

The following is suggested verbiage and is based on similar verbiage that the State of Kansas had in prior State Plans and was incorporated into prior LIEAP guidelines:

Customers must make a payment on their heating bill 1 out of 3 months prior to applying for assistance. Each customer payment must be at least 10% of their monthly gross income or a minimum of \$100.00. If the actual balance is less than either of these amounts, then the balance due should be paid each month and this will meet the requirement”

Written testimony received from Todd Steinmann, representing Ozarks Area Community Action Corporation (OACAC), address 2643 W. College Road, Springfield, MO 65802:

“1. OACAC Weatherization Program would like to recommend that The Department of Social Services transfer 10% of the State's LIHEAP funding for FFY 2012 to the Department of Natural Resources, Division of Energy to weatherize income eligible homes in the State of Missouri to eliminate or reduce the need to each of these families that receive the weatherization service the need to request LIHEAP funding in the years to come.

2. OACAC Weatherization would also like to encourage the Department of Social Services to adopt this recommendation for future years of LIHEAP funding as a permanent solution to the energy cost to the income eligible families of the State of Missouri and not just a temporary solution to their energy cost. Missouri is currently only one of

five states that does not have a direct transfer from LIHEAP to the Weatherization Program.”

Written testimony received from Ronda Wickham, (delivered by Todd Steinmann from OACAC) representing Missouri Valley Community Action Agency (MVCAA), address 1415 S. Odell Street, Marshall, MO 65340:

“1. MVCAA Weatherization Program would like to recommend that the Department of Social Services transfer 10% of the State’s LIHEAP funding for FFY 2012 directly to the Department of Natural Resources, Division of Energy to weatherize income eligible homes in the State of Missouri. This direct transfer would help reduce or eliminate the need for each of those families who receive weatherization services to request or rely on LIHEAP funding in years to come.

2. MVCAA Weatherization would also like to encourage the Department of Social Services to adopt this recommendation for future LIHEAP funding as a permanent solution to the rising energy costs for low income families in the State of Missouri. As it stands now, LIHEAP is a temporary, stop-gap measure for these families. Missouri is only one of five states that currently do not have a direct transfer from LIHEAP funds to the Weatherization Program.”

Written testimony received from Angela Hirsch, representing Central Missouri Community Action Agency (CMCA), address 807B North Providence Road, Columbia, MO 65203, and speaking on behalf of the Missouri Community Action Network:

“LIHEAP

- 1) Agencies be allowed to control the acceptance of LIHEAP applications based upon agency capacity, customer volume and service. Such options may include: limiting the number of applications accepted in person each day, accepting applications by mail only, accepting applications by appointment only.*
- 2) LIHEAP staff have the ability to pledge up to the maximum amount of ECIP assistance allowed (\$800) without creating a credit to the customer’s bill but eliminating the need for monthly repeat assistance requests. For example, if a customer presents a bill for crisis assistance for \$800 but the vendor only requires \$250 to resolve the disconnect notice, staff may pledge the full \$800 to prevent an immediate crisis the following month.*
- 3) Recommend advocacy efforts begin at the federal level to review the legislative time line of 18 and 48 hours required to resolve “crisis” situations.*
- 4) State review the Missouri definition of “crisis” and the requirement of disconnect notices from vendors to obtain ECIP assistance.*

- 4) *The State begin efforts to bridge the State EA system to the CAA Network MIS system and agency IVR telephone systems so that customer information may be automatically populated into the MIS in an effort to reduce staff duplication of data entry at the front line level.”*

Written testimony received from Dave Leyland, representing Community Action Partnership of Greater St. Joseph (CAPSTJOE), address 817 Monterey St. PO Box 3068, St. Joseph, MO 64503:

“Good afternoon and thank you for allowing me this opportunity to speak to you today about the Low Income Home Energy Assistance Program. Community Action Partnership of Greater St. Joseph is one of the 19 Community Action Agencies in Missouri that serves the Counties of Andrew, Buchanan, Clinton and DeKalb. Among the programs that CAPSTJOE provides its low income citizens LIHEAP, which comprises the regular EA program and a crisis program called ECIP, is one of the most critical programs identified by the community.

In our most recent Community Needs Assessment over 600 clients and 350 other members of the community informed us how important this program is in order to survive day to day in a worsening economy. When asked what they felt were the three biggest emergency problems in your community, lack of income for utilities and fuel was cited as the number one problem with over 85 percent of the clients indicating this concern. When asked what emergency situation have they faced in the last 6 months 48 percent said the inability to pay their utility bill.

In a recent meeting of the Missouri Association of Community Action Executive Directors we agreed to support the following recommendations for consideration in the LIHEAP State Plan.

- 1) *Agencies be allowed to control the acceptance of LIHEAP applications based upon agency capacity, customer volume and service. Such options may include: limiting the number of applications accepted in person each day, accepting applications by mail only, accepting applications by appointment only.*
- 2) *LIHEAP staff have the ability to pledge up to the maximum amount of ECIP assistance allowed (\$800) without creating a credit to the customers’ bill but eliminating the need for monthly repeat assistance requests. For example, if a customer presents a bill for crisis assistance for \$800 but the vendor only requires \$250 to resolve the disconnect notice, staff may pledge the full \$800 to prevent an immediate crisis the following month.*
- 3) *Recommend advocacy efforts begin at the federal level to review the legislative time line of 18 and 48 hours required to resolve “crisis” situations.*

- 4) *State review the Missouri definition of "crisis" and the requirement of disconnect notices from vendors to obtain ECIP assistance.*
- 5) *The State begin efforts to bridge the State EA system to the CAA Network MIS system and agency IVR telephone systems so that customer information may be automatically populated into the MIS in an effort to reduce staff duplication of data entry at the front line level.*

Again, thank you for providing me this opportunity to address these important issues that effect the lives of thousands of Missourians each and every day.

Written testimony received from Adelia J. Barham, representing Delta Area Economic Opportunity Corporation (DAEOC), address 99 Skyview Road, Portageville, MO 63873:

Delta Area Economic Opportunity Corporation would like to encourage the State of Missouri to consider the following points regarding the LIHEAP program:

LIHEAP

1) Agencies be allowed to control the acceptance of LIHEAP applications based upon agency capacity, customer volume and service. Such options may include: limiting the number of applications accepted in person each day, accepting applications by mail only, accepting applications by appointment only.

2) When appropriate based upon a client's situation, LIHEAP staff have the ability to pledge up to the maximum amount of ECIP assistance allowed (\$800) without creating a credit to the customers' bill but eliminating the need for monthly repeat assistance requests. For example, if a customer presents a bill for crisis assistance for \$800 but the vendor only requires \$250 to resolve the disconnect notice but it is evident the client will be unable to make a sufficient payment to avoid a disconnect notice the next month, staff may pledge the full \$800 to prevent an immediate crisis the following month.

3) Recommend advocacy efforts begin at the federal level to review the legislative time line of 18 and 48 hours required to resolve "crisis" situations.

4) State review the Missouri definition of "crisis" and the requirement of disconnect notices from vendors to obtain ECIP assistance.

5) The State begin efforts to bridge the State EA system to the CAA Network MIS system and agency IVR telephone systems so that customer information may be automatically populated into the MIS in an effort to reduce staff duplication of data entry at the front line level.

Thank you for consideration of these points.

Date Carryover and Re-allotment Report submitted: August 1, 2011

statutory
references

2605(b)(13)

(fair
hearings)

→ Describe your fair hearing procedures for households whose applications are denied or not acted on in a timely manner. When are applicants informed of these rights?

→ Denials

All LIHEAP applicants are entitled to request a hearing regarding the decision made on their case. Energy Assistance (EA) applicants will be notified of their hearing rights by an Energy Assistance Eligibility Notice (EA-6). The EA-6 states, "You have the right to request a fair hearing if you do not agree with this decision and you request the hearing within thirty (30) days after the date of this letter. If you request a fair hearing, you may present information yourself or you may be represented by your own attorney. Requests for hearings must be made at the Community Action Agency where you applied for assistance."

Energy Crisis Intervention Program (ECIP) applicants will be notified of their hearing rights in writing on the Community Action Agency's denial letter and is sent by the Community Action Agency.

EA and ECIP applicants are notified at the time the denial is determined.

Requests for hearing are forwarded to the Division of Legal Services (DLS) Hearings Unit. DLS schedules the hearing and notifies all parties by letter of the hearing date and time. The hearing will be a telephone hearing unless the claimant refuses a telephone hearing. If the claimant refuses the telephone hearing, an in-person hearing will be conducted.

A representative from the CAA having firsthand knowledge about the application, processing, and decision being heard should attend the hearing. If it is not possible for the representative to attend the hearing, it is recommended the LIHEAP Program Director attend in his/her place.

The final decision upon completion of the hearing rests with the Family Support Division (FSD) Director. The Community Action Agency must follow the recommendation indicated in the decision.

See previously attached EA-6.

→ Applications Not Acted On In a Timely Manner

statutory
references

2605(b)(15)

For States and Puerto Rico only (not applicable to Tribes and tribal organizations, or to territories whose annual regular LIHEAP allotments are \$200,000 or less):

➔ Does the State agency that administers the following LIHEAP component also administer the State's welfare program?

(alternate
outreach
and intake)

HEATING ASSISTANCE

_____ Yes X No

If Yes, describe alternate process for outreach and intake:

COOLING ASSISTANCE

_____ Yes X No

If Yes, describe alternate process for outreach and intake:

CRISIS ASSISTANCE

_____ Yes X No

If Yes, describe alternate process for outreach and intake:

statutory
references

2605(b)(16)

→ Do 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? (This assurance refers to activities such as needs assessments, counseling, and assistance with energy vendors.)

Yes No

If Yes, please describe these activities.

If Yes, how do you ensure that you don't use more than 5% (statutory ceiling) of your LIHEAP funds for these activities?

statutory
references

2607A

(leveraging)

→ Please describe leveraging activities planned for the fiscal year. **(This entry is optional.)*** Complete this entry if you plan to apply for LIHEAP leveraging incentive funds and to include in your leveraging report resources/benefits provided to low income households this fiscal year under criterion (iii) in 45 CFR 96.87(d)(2). Provide the following information for each:

- (1) Identify and described each resource/benefit;
- (2) Identify the source(s) of each resource; and
- (3) Describe the integration/coordination of each resource/benefit with the LIHEAP program, consistent with 1 or more of conditions A-H in 45 CFR 96.87(d)(2)(iii).

- *Ameren Missouri Dollar More/Community Assistance: Funds are donated by customers and or the home energy supplier (through rate case decisions) and subsequently transferred to various not for profit organizations who then allocate funds to Missouri's Community Action Agencies. Funds are coordinated with the LIHEAP (EA and ECIP), and used to supplement LIHEAP funds for eligible households to provide additional financial assistance to households who have exhausted all LIHEAP benefits consistent with 45 CFR 96.87(d)(2)(iii);*
- *Laclede Gas Dollar Help/Dollar More/Heat Up St. Louis and other charitable donations: Funds are donated by customers and/or the home energy supplier (through rate case decisions) and subsequently transferred to various not for profit organizations who then allocate funds to Missouri's Community Action Agencies. Funds are coordinated with the LIHEAP (EA and ECIP) and used to supplement LIHEAP funds for eligible households to provide additional financial assistance to households who have exhausted all LIHEAP benefits consistent with 45 CFR96.87(d)(2)(iii);*

- **Missouri Gas Energy (MGE): Funds are donated by customers and/or the home energy supplier (through rate case decisions) and subsequently transferred to various not for profit organizations who then allocate funds to Missouri's Community Action Agencies. Funds are coordinated with the LIHEAP (EA and ECIP) and used to supplement LIHEAP funds for eligible households to provide additional financial assistance to households who have exhausted all LIHEAP benefits consistent with 45 CFR96.87(d)(2)(iii);**
- **City Utilities of Springfield/Project Share: Funds are donated by customers and/or the home energy supplier and subsequently transferred to various not for profit agencies who then allocate funds to Missouri's Community Action Agencies. Funds are coordinated with the LIHEAP (EA and ECIP) and used to supplement LIHEAP funds for eligible households to provide additional financial assistance to households who have exhausted all LIHEAP benefits consistent with 45 CFR96.87(d)(2)(iii);**
- **Deposit Waivers: Regulated home energy suppliers work with LIHEAP households during the cold winter months (Cold Weather Rule) to help them maintain their service. In an effort to help assistance funding and customer contribution stretch to its fullest, some home energy suppliers will waive deposit fees to connect, reconnect, or restore services;**
- **Other leveraging resources include customer or charitable contributions provided to a home energy supplier. In addition, leveraging resources include rate case funds provided by the home energy supplier.**

* Leveraged resources/benefits that are counted under criterion (iii) in 45 CFR 96.87(d)(2) must be identified and described in the grantee's LIHEAP plan and distributed as indicated in the plan. In addition, leveraging resources/benefits that are counted under criterion (ii) must be carried out under one or more components of the grantee's regular LIHEAP program.

statutory
references

2605(b)

(performance)
goals and
measures)

→ Please describe performance goals and measures planned for the fiscal year. **(This entry is optional.)**

Energy Assistance (EA):

- ***Community Action Agency register LIHEAP applications within three (3) working days;***
- ***Community Action Agency process LIHEAP applications within thirty (30) calendar days;***
- ***EA payments made within forty-five (45) calendar days.***
- ***Customer notification***

Energy Crisis Intervention Program (ECIP):

- ***Community Action Agency ECIP payments made within forty-five (45) calendar days;***
- ***Customer notification.***

ADDITIONAL CERTIFICATIONS AND REQUIREMENTS

Attached are additional certifications required as follows:

- * **Lobbying certification**, which must be filed by all States and territories. If applicable, Form LLL, which discloses lobbying payments, must be submitted. **(Tribes and tribal organizations are EXEMPT.)**
- * **Debarment and suspension certification**, which must be filed by all grantees.
- * **Drug-free workplace requirement certification**, which must be filed by all grantees, unless the grantee has filed a statewide certification with the Department of Health and Human Services. **STATES ONLY:** If you have filed a statewide certification for the drug-free workplace requirement, please check here: X
- * One of the requirements included in the 1994 reauthorization of the statute is that state grantees must include in their annual application for funds a report on the number and income levels of households applying for and receiving LIHEAP assistance, and on the number of recipient households that have members who are elderly, disabled, or young children.

All Tribes and those territories with allotments of less than \$200,000 need only submit data on the number of households served by each component (heating, cooling, weatherization and crisis). The approval for the collection of information contained in the **LIHEAP Household Report** is covered by OMB approval number 0970-0060.
- * Though not a part of this application, the report on funds to be carried over or available for reallocation as required by section 2607(a) for the preceding year must be submitted by August 1 of each year. A grant award for the current fiscal year may not be made until the carryover/reallocation report is received. The approval for the collection of information contained in the **LIHEAP Carryover and Reallocation Report** is covered by OMB approval number 0970-0106.