

ATTACHMENT 3

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

DETAILED MODEL PLAN

PUBLIC LAW 97-35, AS AMENDED

FISCAL YEAR (FY) 2014

GRANTEE Georgia Department of Human Services

EIN: 58-1130678

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PLEASE CHECK ONE: TRIBE **STATE** **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: 09/30/2011

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 Georgia 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: Governor, State of Georgia

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)	<u>X</u> heating assistance	November 2013- May 2014
	<u>X</u> cooling assistance	June – August (when funds available)
	<u>X</u> crisis assistance	November 2013 – May 2014
	<u>X</u> weatherization assistance	Year round

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)	<u>58.3</u> % heating assistance
	<u> </u> % cooling assistance
	<u>29.099</u> % crisis assistance
2605(k)(1)	<u>2.600</u> % weatherization assistance
	<u>0.00</u> % carryover to the following fiscal year
2605(b)(9)	<u>10.000</u> % administrative and planning costs
2605(b)(16)	<u>.001</u> % services to reduce home energy needs including needs assessment (assurance 16)
	<u>0.000</u> % 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).
	<u>100%</u> TOTAL

4 _____

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

_____ Other(specify):

→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 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 _____

_____ Other (specify for each component)

_____ 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) →Do you have additional eligibility requirements for:
2605(b)(2) HEATING ASSISTANCE _____ Yes X No
(eligibility)

→Do you use: Yes No

Assets test? _____ X

→Do you give priority in eligibility to:

Elderly? X _____

Disabled? (homebound) X _____

Young children? _____ X

Other: _____ X
(If Yes, please describe)

The first 30 days of the winter heating program are reserved for serving homebound households and elderly households.

- 1) Homebound Household – A household which, in the judgment of the LAA, contains no person(s) able to travel to an intake center and to apply for Energy Assistance because of a medical condition which currently qualifies the person for home services through Medicaid or Medicare, and/or currently receives home delivered meals, home – health agency services, or homemaker services or who has disabilities confining the residents to the home.
- 2) Elderly Household – A household which contains members 65 years of age and older.
- 3) Disabled – An individual who has either a physical or a mental impairment that substantially limits one or more major life activities; a person who has a history of such a condition is a person eligible for Vocational Rehabilitation Services. “Major Life Activities” means functions such as caring for one’s self, performing manual task, walking, seeing, hearing, speaking, breathing, learning, and working.

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: Yes No

Assets test? _____ **X**

→Do you give priority in eligibility to:

Elderly? **X** _____

Disabled? (homebound) **X** _____

Young children? _____ **X**

Other: _____ **X**
(If Yes, please describe)

statutory
references

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

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

(eligibility)

	<u>Yes</u>	<u>No</u>
→Do you use:		
Assets test?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Must the household have received a shut-off notice or have an empty tank?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Must the household have exhausted regular benefit?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Must the household have received a rent eviction notice?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Must heating/cooling be medically necessary?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other (Please explain):	<input checked="" type="checkbox"/>	<input type="checkbox"/>

***The household must have received a disconnection notice or the service must already be off.**

This component addresses all fuel types.

→What constitutes a crisis? (Please describe)

Other:

A crisis is determined when a low-income household is facing imminent disconnection and/or needs restoration of their heating or cooling fuel source. A crisis may also result from a weather related emergency, which affects all, or a specific area of the state.

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? ___ X

Priority groups? (Please list) X ___

Elderly; Disabled homebound

→ 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? X ___

→ If Yes, are there exceptions? ___ X
Please list below

statutory
references

2605(b)(3) → Please check the outreach activities that you
2605(c)(3)(A) conduct that are designed to assure that eligible households are made
(outreach) 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.

___ make mass mailing to past recipients of LIHEAP.

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):

DHS offers a Contracted Interpreter Service via Language Line Over-the Phone Interpretation Services, Inc., for all CAA intake staff to provide access to qualified interpreters when completing applications for Non-English Speaking Applicants. Intake staff is provided with instructions for use of this service. The intake agencies will provide outreach information in languages specific to Non-English speaking populations utilizing the following resources for the development of these materials: (1) Bilingual agency staff, (2) Contracted interpreter services, (3) Community volunteers, and (4) Ethnic or cultural heritage organizations.

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)

- 1) ***Regular Energy Assistance/Crisis Assistance/Cooling Assistance:*** *The Energy Assistance Program (EAP) will coordinate with the appropriate DHS officials relative to the corresponding involvement between the Energy Assistance Program and other related programs. The Department of Human Services negotiates contracts with Community Services Block Grant providers to serve as local administering agencies for the Regular Energy Assistance element. Program availability and eligibility information is forwarded to other social services agencies so that referrals can be made.*

- 2) ***Weatherization:*** *The EAP will coordinate weatherization referrals with the Georgia Environmental Facilities Authority's Division of Energy Resources (GEFA) which is responsible for Georgia's low-cost Weatherization Assistance Program (WAP). Referrals will be made by local administering agency (LAA) staff to the local weatherization provider for any households which request weatherization. Georgia's Community Action Agencies are primarily service delivery agencies for the WAP.*

Coordination is facilitated by the fact that representatives from the GEFA and Community Action Agencies participated in the public review process, which contributed to the development of the EAP State Plan. All of these efforts will assure timely communication and maximum coordination. The Department of Human Services, Division of Family and Children Services (DHS) (DFCS) will execute a contract with the GEFA relative to providing low-cost, residential weatherization activities. This contract assures coordination and accountability for the Low-Income Home Energy Assistance funds used for low-cost, residential weatherization assistance.

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

(benefit
levels)

→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.

1. Regular Energy Assistance: The State will use a standard assistance payment schedule to assure that the highest level of assistance will be furnished to those households which have the lowest incomes and the highest energy costs in relation to income, taking into account family size.

(a) The payment amount for non-subsidized renters and homeowners households will be determined by identifying the total household annual gross income level, and the heating fuel/utility costs. These conditions will be applied to determine the payment assistance amount from the Payment Assistance Schedule.

2. Crisis Energy Assistance: The payment amount for non-subsidized renters and homeowners households will be determined by identifying the total household annual gross income level (to ensure income eligibility) and the financial "need" to address the fuel emergency up to a maximum of \$350.00. A written justification of how the funds were used to resolve the energy emergency will be signed and attached to the original copy of the household's application for assistance. The amount of assistance must be applied by the vendor to the customers fuel costs. The benefit payment is administered according to the requirement set forth in the federal LIHEAP statute.

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

1. Regular Energy Assistance: The State will use a standard assistance payment schedule to assure that the highest level of assistance will be furnished to those households which have the lowest incomes and the highest energy costs in relation to income, taking into account family size.

(a) The payment amount for non-subsidized renters and homeowners households will be determined by identifying the total household annual gross income level, and the heating fuel/utility costs. These conditions will be applied to determine the payment assistance amount from the Payment Assistance Schedule.

→ 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)

Same as for Regular Energy Assistance

➔ 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)

*** Additional non-federal funds are used for crisis also.
Crisis applications are processed daily.**

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

_____ amount to resolve crisis, up to maximum

X other (please describe)

**Identify the total household's annual gross income level and the costs to determine
the assistance amount from the payment assistance schedule. The crisis must be
resolved with determined assistance amount in order to be approved .**

(benefit
levels)

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

heating \$ 350.00 maximum benefit

cooling \$ 350.00 maximum benefit

year-round \$ 350.00 maximum benefit

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

___ Yes X No If Yes, please describe.

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? \$ 5,500.00

➔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:

→ 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)

The Agencies have an energy-counseling component, which offers assistance and advice to all weatherization recipients. This assistance is offered to all clients, but high-energy users are targeted and benefit the most. LIHEAP recipients are referred for weatherization assistance if they request services.

statutory
references

2605(b)(7) → Do you make payments directly to home energy suppliers?

(energy
suppliers)

Heating X Yes No

Cooling X Yes No

Crisis X Yes No

If Yes, are there exceptions? X Yes No

If Yes, please describe.

Households whose vendors are not participating as an approved vendor by signing a Home Energy Supplier Agreement

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)

Upon approval by the computer system, the local administering agency provides the pink copy (indicating approval) of the application to the applicant household. (This applies to both the Regular and Crisis components)

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.

Home Energy Suppliers who participate in the Georgia Energy Assistance Program will satisfy all of the Federal Assurances by signing and complying with the Home Energy Supplier's Agreement. The Home Energy Agreement will remain in effect for one year. If any of the information provided on the Agreement changes, the fuel supplier is required to notify the department in writing. This partnership agreement with the home energy suppliers provides additional benefits to low-income households by providing a documentation of need for consideration for extended payment deadlines, delays in cut-off dates, restoration of services based on the state's agreement to home energy suppliers to pay approved EAP applications.

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 **X** No

COOLING ASSISTANCE

_____ Yes **X** No

CRISIS ASSISTANCE

_____ Yes **X** No

WEATHERIZATION

_____ Yes **X** No

statutory
references

2605(b)(10)

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

(fiscal
monitoring,
and audit)

Fiscal Control and Funds Accounting: The State agrees that DHS, any other state agency receiving funds and any local administration agency will maintain an accounting system and supporting fiscal records adequate to audit and otherwise verify that the assistance payments and administrative cost claims for reimbursement meet Federal requirements. The DHS will use its currently established and operational Peoplesoft System to assure the proper fiscal control and fund accounting for Federal funds paid to the State under this title. In addition, a separate computer subsystem will be used to track agency and county use of benefit fund expenditures provided under this title

(program,
fiscal
monitoring,
and audit

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

Monitoring/Prevention of Waste, Fraud and Abuse: Local reporting and division monitoring efforts will be used to assure proper dispersal of, and accounting for, Title XXVI benefit funds. The LAA's will provide reports of fund allocation utilization and program implementation activities. The Division shall monitor the activities of the LAA's and payment processing schedules*. Details for local reporting procedures are included in the EAP Procedures Manual. The Division will conduct onsite-monitoring visits for each agency every other year. In addition, we conduct desk reviews, technical assistance by phone, and monitoring of the EAP subsystem.

The DHS will assure that the appropriate warning statements are included on benefit applications, Home Energy Supplier's Agreements, contracts with LAA's and Letters of Agreement to prevent, detect, and correct waste, fraud and abuse. Should households receive overpayment, procedures as outlined in the EAP Procedures Manual will be implemented for recoupment or repayment of such overpayment or referred to the Office of Fraud and Abuse.

➔How is your LIHEAP program audited?

Under the Single Audit Act? Yes No

If not, please describe:

For States and Territories:

➔Is there an annual audit of local administering agencies? Yes No

If not, please explain.

statutory
references

2605(b)(12)

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

(timely and
meaningful
public
participation)

A statewide public news release announcing the review for the plan was sent to all major newspapers, radio, and television stations. Copies of the plan were made available for public review on the State website. Comments from the public were reviewed. A Public Hearing was held on August 19, 2013 providing citizens with an additional opportunity to make comments.

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)

A public hearing was conducted on August 19, 2013 for the Low-Income Energy Assistance Program at the State Department of Human Services, DFCS offices.

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

The State will provide an opportunity for a Fair Hearing through the office of State Administrative Hearings, Legal services Office to individuals whose claims for assistance are denied or are not acted upon with reasonable promptness. Appropriate procedures will be described by the Legal Services Office to assure due process is carried out in all cases.

Each applicant will be notified of his or her Fair Hearings Rights or Procedures through receipt of an Information Notice at the time of application intake. Fair Hearings procedures are prescribed by the Georgia Environmental Facilities Authority for individuals who are denied weatherization assistance or whose application is not acted upon with reasonable promptness.

→ Applications Not Acted On In a Timely Manner

Same procedures as stated above.

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 No

If Yes, describe alternate process for outreach and intake:

Applications for the Regular Energy Assistance Program that provides heating assistance are taken through local community action agencies under contract to the DHS. The local county offices of the Division of Family and Children Services makes referrals. Outreach activities are coordinated between these agencies for each of the 159 counties. Outreach is also coordinated with other social services agencies (i.e. Salvation Army, United Way, Area Agencies on Aging, Social Security Administration, and other government entities), utility vendors, medical facilities, schools, etc

COOLING ASSISTANCE

Yes No

If Yes, describe alternate process for outreach and intake:

The process for the Cooling component (when available) is the same as the Regular Energy Assistance Program.

CRISIS ASSISTANCE

Yes No

If Yes, describe alternate process for outreach and intake:

Applications for the Crisis Assistance Program that provides energy assistance are taken through local community action agencies under contract to the DHS. The local county offices of the Division of Family and Children Services makes referrals. Outreach activities are coordinated between these agencies for each of the 159 counties in addition to other Social Services agencies (i.e. Salvation Army, United Way, Area Agencies on Aging, Social Security Administration, and other government entities), utility vendors, medical facilities, schools,

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.

The Georgia LIHEAP program has set aside .001% of the regular LIHEAP funds in FFY 2014 for Assurance 16 services to eligible households.

In an effort to address the issues related to lack of heating, choices of unsafe means of heating, cooking and attending to personal needs, the following procedures are in place to perform the following types of activities under Assurance 16:

- ✓ Mass outreach materials were designed and mailed out to customers, especially those in the most vulnerable groups.
- ✓ Fuel providers were contacted to negotiate payment arrangements and re-connection of services.
- ✓ Consumer counseling regarding bill payments, schedules of payments, unsafe means of heating, energy conservation, budget billing, and other such information necessary to alleviate the energy burden.
- ✓ Partnerships were formed and maintained in an effort to strengthen and extend the resources available to low-income households. These resources were provided to consumers who may not have met all of the LIHEAP guidelines and to those whose bill amounts were higher than the allowable LIHEAP benefit.

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

The state budgets no more than .001% of the grant for Assurance 16 activities. The funds are loaded into the automated system which will not allow expenditures beyond the amount pre allocated.

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).

FUEL FUNDS

The Heating Energy Assistance Team (H. E. A. T.), Inc, will provide funding (\$576,000) to the grantee for crisis use. H. E. A. T., Inc. is a non-profit, charitable organization that solicits and collects donations from individuals, corporations, private or non-profit businesses, fuel vendors and foundations to provide energy assistance statewide to LIHEAP eligible Georgians. The funds are allocated annually to the grantee and distributed in concurrence with and under the same guidelines as the Low Income Home Energy Assistance Program.

Fee-Saving Interventions / Utility Company Policies

The state agency will seek 1) fee waivers from utility companies for eligible clients to provide cost savings for LIHEAP-eligible households (who may be facing disconnection threats or reconnection fees and who may need to establish payment plans with utilities to avoid further disruption of services) or 2) additional discounts or supplemental benefits to low-income households.

Other Donations

Cash donations from other organizations or individuals will be accepted to provide more benefits to LIHEAP-eligible households through various activities including contracts with Community Action agencies.

Summary:

No state dollars or LIHEAP appropriated funds will be used to develop these non-LIHEAP resources.

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

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: _____
- * 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.