



August 23, 2013

Nick St. Angelo, Director
Division of Energy Assistance
Office of Community Services
Administration for Children and Families
370 L'Enfant Promenade, S.W.
Washington, D.C. 20447

Dear Mr. St. Angelo:

Enclosed is the FY 2014 Home Energy Assistance Program (HEAP) Application for the State of Ohio. If you have any questions about the State Plan, please contact Sharon Smith, OCA Assistant Deputy Chief, at (614) 644-6637.

Sincerely,

Randall Hunt, Deputy Chief
Office of Community Assistance

RH/rl
Enclosures

State Plan

August 2013

Low-Income Home Energy
Assistance Program
Federal Fiscal Year 2014



Prepared By:
Ohio Development Services Agency
Community Services Division
Office of Community Assistance

Ohio

Development
Services Agency

John R. Kasich, Governor

David Goodman, Director

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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

DETAILED MODEL PLAN

PUBLIC LAW 97-35, AS AMENDED

FISCAL YEAR (FY) 2014

GRANTEE State of Ohio

EIN: 31-1334820

ADDRESS 77 S. High Street

Columbus, Ohio 43216-1001

NAME OF LIHEAP COORDINATOR Sharon Smith

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TELEPHONE: (614) 644-6637 FAX: (614) 728-6832

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: XX/XX/2005

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 Ohio 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
Date: 8/26/13

*** 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(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): summer crisis assistance

→ 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) → What are your maximum eligibility limits?
2605(c)(1)(A) (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)

 heating cooling crisis wx

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? X

Young children? X

Other:
(If Yes, please describe)

statutory
references

2605(c)(1)(A)

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

(eligibility)

→ Do you use: Yes No

Assets test?

→ Do you give priority in eligibility to:

Elderly?

Disabled?

Young children?

Other:
(If Yes, please describe)

These questions are not applicable to Ohio's program, since we do not administer a cooling program with Regular HEAP funding.

statutory
references

2604(c)

2605(c)(1)(A) → Do you have additional eligibility requirements for:
CRISIS ASSISTANCE (Yes X No)

(eligibility)

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

→ What constitutes a crisis? (Please describe)

For Heating Crisis assistance: an actual disconnection, notice of disconnection, or less than 25 percent supply of deliverable fuel, or furnace disrepair.

For Cooling Crisis assistance: medical certification of need for room air conditioner, or elderly/disabled household.

statutory
references

2605(c)(1)(A) → Do you have additional eligibility requirements for:

WEATHERIZATION (Yes No)

(eligibility)

→ Do you use: Yes No

Assets test? X

Priority groups? (Please list) X

→ 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

Please see Appendix G

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

 X

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 aware of
all LIHEAP assistance available:
(outreach)

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

place posters/flyers in local and county social service offices,
offices of aging, Social Security offices, VA, etc.

publish articles in local newspapers or broadcast media
announcements.

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.

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

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

other (Please specify):

To make it easier for applicants to receive information about their applications, the State of Ohio maintains an Interactive Voice Response System (IVR) on its toll-free telephone line. The caller is first prompted to enter his or her Social Security number. The system can then advise callers if their application has been received, and later, whether the application was approved, the amount of the benefit, and when it will be issued. The system is also able to direct callers to the Local Delegate Agency providing crisis assistance and weatherization services, by prompting callers to enter the first few letters of their county of residence. The IVR system is available on a 24-hour basis. The system hardware was last updated in FY 2007. The State of Ohio plans to purchase a new IVR system in FY 2014 with enhancements such as the capability of appointment scheduling for agencies and real-time on-demand features for high volume periods.

The State of Ohio has contracted with a service called Language Line. If a caller does not speak English or Spanish, the operator puts the caller on hold and contacts the service. Language Line immediately connects an interpreter to the call, to enable the applicant to interact with the LIHEAP office. Language Line can provide interpreters in all languages.

In addition, the State of Ohio has initiated a website to further facilitate applicants in tracking their application status. By logging on and simply entering three out of four of the following items: client number, last four digits of the social security number, last name, or mailing zip code, the user is able to ascertain what point in processing their application has reached.

In order to insure that Ohio's elderly are aware of LIHEAP, funds are used by the Ohio Department of Aging (ODA) to conduct program outreach and public education activities in all counties. During the last heating season, the Area Agencies on Aging and their local outreach workers helped more than 18,000 older and disabled adults complete applications for assistance. This included 3,230 homebound individuals. A complete report on last year's ODA outreach effort is included in Appendix H.

Through coordination with the Ohio Benefit Bank (OBB) which is a free web-based application system for free tax preparation and other public benefit programs, low and moderate income Ohioans can claim the credits, such as the Federal Earned Income Tax Credit and public benefits such as the Child Care Tax Credit, food stamps, child care subsidies, home energy assistance and children's health care insurance. The OBB is a one-stop, counselor assisted program that converts complex eligibility requirements into easy to answer questions. In addition to the state and federal benefits that OBB provides assistance with for food, medical and utility assistance, the OBB provides eligibility assessments and helps with filling out application forms for veteran's education benefits to pay for tuition, fees, housing, books and more for education or training.

The Ohio Association of Foodbanks has been working with Ohio's Inter-Service Family Assistance Council (ISFAC) and their regional counterparts (RISFAC) to get information about benefits and eligibility (including LIHEAP) to veterans and their families. Currently 6 AmeriCorps members serve at some of Ohio's National Guard bases as VetsCorps members, a program of the association that specifically targets outreach including for LIHEAP to veterans and families of active duty service men and women.

A free Lung Health Clinic for eligible LIHEAP clients is offered through a grantee, The Breathing Association.

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)

The state will assure through the inquiry process that there are referrals to the Ohio Home Weatherization Assistance Program (HWAP): the Percentage of Income Payment Plan Plus (PIPP Plus), fuel funds, and any other related programs. These efforts will be undertaken in order to provide more comprehensive service to the households involved.

In addition, by using a combined Energy Assistance Programs application system, all applicants who meet the criteria for one federally- funded or state-administered program will automatically have eligibility determined for the others administered by the Office of Community Assistance.

HEAP applicants will be notified of energy conservation and assistance efforts by the major utility and fuel companies in Ohio. Educational pamphlets and speakers, which address ways to conserve energy, will be made available by HWAP.

- 2605(b)(5) → The statute requires that there be no difference in the treatment of households
2605(b)(2) eligible because of their income and those eligible because they receive
2605(b)(8A) 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)

In all program components (heating, heating crisis, cooling crisis and weatherization) the state of Ohio makes no distinction between categorically and non-categorically eligible households.

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)*

***Increased benefit amounts for the elderly and/or disabled applicants**

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 2013 payment matrix was constructed in October, 2012. A copy of the 2013 matrix is attached for your review. The matrix helps to determine graduated HEAP benefits based on income and household size but also ensures that all applicants falling at or beneath 50% of the poverty level will receive maximum benefits.

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

Yes No If Yes, please describe.

statutory
references

NOT APPLICABLE

2605(b)(5)

COOLING COMPONENT

2605(c)(1)(B) → 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 will go to households with the lowest incomes and the highest energy costs or needs

2605(c)(1)(B)

(benefit
levels)

in relation to income, taking into account family size. Please describe benefit levels or attach a copy of your payment matrix.

→ 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 of \$175 for regulated utilities, \$450 for non-regulated utilities; \$750 for delivered fuel.

_____ other (please describe)

(benefit levels)

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

heating \$ 750 maximum benefit

cooling \$ 175 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.

Space heaters can be provided through the Winter Crisis Program as a last resort if there is no operable heating system. Air conditioners and fans can be provided as part of the Summer Crisis Program. Generators can be provided on loan to households in instances of natural disasters such as power outages.

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) energy conservation measures, health and safety measures and incidental repairs

(benefit levels)

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

If Yes, what is the maximum amount? \$

➔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.)

U. S. Department of Energy income eligibility requirements.

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

	<input type="checkbox"/>	county welfare offices
	<input checked="" type="checkbox"/>	community action agencies (weatherization component only)
	<input checked="" type="checkbox"/>	community action agencies (heating, cooling or crisis)
(agency designation)	<input checked="" type="checkbox"/>	charitable organizations
	<input type="checkbox"/>	not applicable (i.e. state energy office)
	<input type="checkbox"/>	tribal office
	<input checked="" type="checkbox"/>	other, describe:

Area office on Aging, the Breathing Association, and the Cleveland Housing Network also provide HEAP services.

→ 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)

statutory
references

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

(energy suppliers)

Heating	<u> X </u>	Yes	<u> </u>	No
Cooling	<u> NA </u>	Yes	<u> NA </u>	No
Crisis	<u> X </u>	Yes	<u> X </u>	No *

If Yes, are there exceptions? X Yes No
If Yes, please describe.

***For the crisis program, payments are made directly to suppliers by both the state office and the Local Delegate Agencies (LDAs), unless an energy supplier has a debarment against them. The State of Ohio is determining the feasibility of making direct crisis payments to home energy suppliers for all grantees in the future.**

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)

Heating: All households who complete an application receive written notice of eligibility or ineligibility. If the household is found eligible and has a bill in their name, the letter states the name of the home energy supplier and the amount of the benefit to be directed to that supplier on behalf of the client. If the household is found ineligible, the reason is stated. A Notice of Fair Hearing Rights is also contained in that letter.

Crisis: LDAs are required by the terms of the executed agreement to provide each applicant with a written Notice of Decision. This Notice must state reason(s) for denial of assistance and the applicants fair hearing rights. If the household is found eligible, the notice must indicate the amount of benefit to be paid to the vendor by the LDA. Notices are reviewed by ODSA program monitors during site visits.

Cooling: Not Applicable

Weatherization: Same as Crisis

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.

Heating: The ODSA will execute a vendor agreement with each energy supplier who wishes to receive payments on behalf of eligible households. A sample copy is attached.

Crisis Heating: ODSA will execute grant agreements with its LDAs, which require those agencies to perform according to the dictates of this assurance. All vendor agreements and the energy suppliers' data base are updated and maintained by ODSA staff.

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

COOLING ASSISTANCE

Yes No

NOT APPLICABLE

CRISIS ASSISTANCE

Yes No

WEATHERIZATION

Yes 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.)

(program,
Fiscal
monitoring,

The following description is applicable to heating and cooling crisis (with respect to sub grantees) and weatherization.

ODSA will serve as liaison with delegate departments and agencies for review of performance and integration of efforts for the plan. Audit procedures will be specified to ascertain compliance with contractual agreements and to monitor performance/cost benefits. Errors, non-compliance and other issues will be handled through liaison with appropriate officials in delegate agencies so that corrective actions can be initiated.

Responsibilities for outreach, intake and designated program services at the local level are delegated to local agencies as considered necessary or prudent by the Deputy Chief, Ohio Office of Community Assistance.

Selected local agencies must have the ability to identify and perform adequate outreach to Ohio's low-income households.

Grant agreements/contracts will be executed between ODSA and each delegate agency, defining in detail the scope of services and the responsibilities according to existing federal regulations and the approved State Plan.

To assure that all Local Delegate Agencies (LDA) receive the necessary assistance and guidance in their responsibilities, ODSA will also provide technical assistance and monitoring of programs. ODSA will also perform office audits of LDAs and receive and review LDA's A-133 audits.

Assistance will be provided through an administrative staff and will include the provision of printed forms, applications, guidelines and instructions; timely and comprehensive training of LDA staff on all operational and administrative functions; on-site technical assistance through regular and special visits; communication of special concerns or issues of interpretation on a regular basis; monitoring of program efficiency and effectiveness through on-site visits and periodic data review; investigation and resolution of applicant complaints, if any.

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

A structured monitoring system was implemented by the state for on-site visits by trained personnel for review of all computer collected/compiled data and through identification of special problems. The State of Ohio implemented a web-based centralized client application and data base called the Ohio Community and Energy Assistance Network (OCEAN) in 2006. This system is shared by the State and the local agencies and allows for real-time reporting as well as access to client intake processes, income calculations, eligibility determination and client comments. There is also an audit log which tracks any updates to a client's record.

→ 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.

All administering agencies submit A-133 audits to Department for review and resolution. In addition, Department Audit Office conducts audits of selected agencies on request.

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
partici-
pation)

To facilitate input from the public regarding the structure of the Home Energy Program, the State of Ohio will:

- ◆ **Request written comments regarding ways to improve the 2014 HEAP program from all local delegate agencies.**
- ◆ **Make available on the State of Ohio, Home Energy Assistance Program website (<http://energyhelp.Ohio.gov>) the proposed state plan, comments and testimony of public hearings.**
- ◆ **Conduct public hearings throughout Ohio regarding the proposed plan.**
- ◆ **Receive from the Ohio Department of Aging a report and review surveys taken by Area Agencies on Aging in which elderly customers expressed energy assistance needs and their views on Ohio's HEAP.**

2605(a)(2) → Did you conduct public hearings on the proposed use and distribution of your LIHEAP funds? When and where?

X Yes No
(Not required for Tribes and tribal organizations)

(public
hearings)

July 23, 2013 - Cleveland

**Lausche Building
615 W. Superior Avenue
Cleveland, Ohio**

July 30, 2013 – Cincinnati

**Cincinnati Hamilton CAC
1740 Langdon Farm Rd
Cincinnati, Ohio**

August 6, 2013 – Columbus

**Vern Riffe Center
77 South High Street
Columbus, Ohio**

statutory
references

2605(b)(13) → 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?

(fair
hearings)

Applicants are notified of their fair hearing rights in the following manners.

- 1) **Verbal Notification:** When an applicant calls our toll-free call center, HEAP staff will advise applicants of their applications' status and appeal rights.
- 2) **Written Notification:** Whether an application is approved or denied, all applicants are notified of appeal rights in the letter containing the original determination of eligibility.
- 3) **Agency Notification:** For crisis assistance, all applicants are interviewed face-to-face. Applicants are informed of their appeal rights during that interview. Also, the Appeal Procedure described below is incorporated into Energy Assistance Guidelines issued by OCA to all local grantees.
- 4) **Weatherization:** Attached are the HWAP appeals procedures, which are followed in that program.

Appeal Procedure

A household may file an appeal for the following reasons:

1. **If the Regular or Crisis application was denied;**
2. **If the application was neither approved nor denied within (30) days after application, unless such delay was the result of the household's lack of cooperation in providing necessary and reliable evidence with which to determine eligibility;**
3. **If the payment was in an amount less than designated in the notice of eligibility;**
4. **If the payment was unduly delayed after receipt of notice of eligibility;**

Appeal procedure (continued)

- 5. If the household was suspended from the program for violation of program rules and regulations, and contests that suspension.**

Letter may make appeal to the OCA/HEAP state office, P.O. Box 2169, Columbus, Ohio 43216 or by completing an "Appeal Form". The letter or appeal form must contain the following: Applicants name, address, telephone number, social security number, the batch number, if known, the reason for the appeal and the applicant's signature. Failure to sign will delay the appeal process. Assistance at this inquiry stage can be obtained by calling the HEAP toll-free number, 1-800-282-0880. Hearing-impaired applicants with telecommunications device for the deaf (TDD) can call toll-free 1-800-686-1557.

Within thirty days of receipt of the appeal, the appeal will be approved or denied. After the appeal notification form is received appellants wishing to further their appeal will have five working days to notify HEAP to have a hearing scheduled.

All formal hearings will be conducted to the following standards:

- ◆ The hearing will be conducted at a place of reasonable convenience to the appellant;
- ◆ The appellant will be granted the opportunity to review any written evidence which is to be used in the hearing;
- ◆ The hearing officer will be a State of Ohio Employee not involved in the decision to be appealed and;
- ◆ The appellant and the HEAP office will be granted at their own expense the following rights:
 - ❖ The right to bring a representative of his/her choice to the hearing;
 - ❖ The right to present written or oral statements and other evidence;
 - ❖ The right to have witnesses subpoenaed;
 - ❖ The right to cross-examine witnesses and;
 - ❖ The right to bring an interpreter, if needed, to the hearing.

Testimony must be given under oath – the hearing must be recorded and the decision must be based only on the record.

The hearing must be scheduled to be held within forty working days following appellant's request to have a hearing scheduled, unless otherwise agreed by the parties. For good cause, the hearing officer may continue the hearing upon the request of either party. The decision will be transmitted to the applicant via certified mail. All decisions at this level are final.

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:

COOLING ASSISTANCE

Yes No

If Yes, describe alternate process for outreach and intake:

NOT APPLICABLE

CRISIS ASSISTANCE

Yes 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.)

X Yes No

If Yes, please describe these activities.

The Ohio Development Services Agency, Office of Community Assistance will use data obtained by the regulated utilities to target high usage households with energy efficiency education and the local designated agencies will provide case management to assist clients in determining the best payment plan options for their household budgets.

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

Anything considered an "Assurance 16" project is funded by a distinct grant amount, at or below the 5% ceiling.

statutory
references

- 2607A → Please describe leveraging activities planned for the fiscal year. **(This entry is optional.)*** Complete this entry if you plan to apply for (leveraging) 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).

The State of Ohio Office of Community Assistance has and will continue to engage in activities, which enhance the value of basic LIHEAP assistance to eligible households. These activities are consistent with general definitions of “leveraging” as found in section 707 of public law 101-501, section 2607A. Regulations implementing the leveraging incentive program are contained 45 CFR Part 96. The State of Ohio will describe those activities for award of additional federal funds appropriated for this purpose.

The State of Ohio FY1991 State Plan was amended to incorporate these activities on July 14, 1992 per Transmittal No. LIHEAP-IM-92-15, dated May 21, 1992. All of the described activities in that amendment will still be in operation during FY 2014. Those activities fell into these categories: fuel funds; the Ohio Energy Credits Program (OEC) the Ohio Percent of Income Plan (PIPP) Plus and Weatherization. These are explained below:

FUEL FUNDS

Several regulated gas or electric utilities in Ohio raise and provide private funds for eligible low-income customers. Many of these fuel funds are directly administered by the State LIHEAP office or its grantees, which employ a certification of eligibility by the state office and its delegate agencies and often requires verification that the LIHEAP benefits are exhausted to qualify for assistance. Other policies, such as amount of benefit and months of availability, may vary by fund.

Determination of income eligibility and certification of same is performed by the delegate agencies, as already specified in Ohio’s state plan. Ohio’s private fuel funds could not operate according to their program rules without information provided and/or verified by the Ohio LIHEAP program.

UNIVERSAL SERVICE

On July 6, 1999 Ohio Governor Robert Taft signed Amended Substitute Senate Bill 3 (S.B.3), the Electric Restructuring Act. This legislation conferred a number of new duties and funding sources on ODSA/OCA, which will result in some changes from the state's past activities and reports filed under the LIHEAP Leveraging Incentive program.

In previous years Ohio's LIHEAP leveraging activities have centered around the Ohio Energy Credits Program (OECF) and the Percentage of Income Payment Plan (PIPP), plus cooling assistance. The latter program is not affected by S.B.3.

However, the Electric Restructuring Act did require some significant changes in OECF and PIPP.

As all of Ohio's previous reports have shown, OECF was instituted by the Ohio General assembly in the late 1970's and provided financial assistance to low-income elderly and disabled households to defray heating costs in winter. The Ohio General Revenue Fund supported OECF and those dollars were administered by the Ohio Department of Taxation. One feature of S.B.3 was to transfer the funding and administrative authority for OECF to ODSA/OCA. Further the statute required ODSA/OCA to consolidate OECF and LIHEAP into one program, so that eligible households could access both state and federal energy assistance via one application. This consolidation was accomplished in the FY2001 program. State General Revenue Funds were made available to ODSA/OCA for benefits and administrative costs on July 1, 2000.

With respect to PIPP, S.B.3 conferred administrative responsibilities and a funding source on ODSA/OCA for PIPP electric accounts only. Beginning in FY2001, ODSA/OCA began to operate the PIPP program on behalf of low-income customers of Ohio's investor-owned electric distribution companies. Natural gas PIPP account administration remains the responsibility of investor-owned gas distribution companies and was not affected by S.B.3. A fuller explanation of PIPP can be found below.

The Electric Restructuring Act directed electric distribution companies to collect from all ratepayer classes a "Universal Service Rider," i.e., a surcharge on retail electric sales. This rider replaces PIPP's current funding source, also collected from all ratepayers. The difference between the PIPP and Universal Service Riders, spelled out in the state legislation, is that Universal Service Rider collections are remitted to ODSA/OCA to be deposited in the Universal Service Fund (USF) maintained in the State Treasury.

2607A Leveraging (continued)

However S.B.3 authorizes the USE, administrated by ODSA/OCA, to support PIPP, its administrative costs and energy efficiency and consumer education services targeted to PIPP households. In collaboration with staff from the Public Utilities Commission of Ohio (PUCO), ODSA/OCA staff calculated recommended Universal Service Rider rates. The recommendations were presented to the Public Benefits Advisory Board (also created by S.B.3) to assist the Director of ODSA in devising and implementing the Universal Service program), which then advised the Director to ask PUCO to order the investor-owned electric distribution companies to put them into effect. The electric companies began charging Universal Service Rider rates on September 1, 2000, and began remitting those funds to ODSA the following month.

Regulations governing the Universal Service program were filed with the Ohio General Assembly's Joint Legislative Committee on Agency Rule Review (JCARR) on July 10, 2000. New rules for administering the Universal Service program for customers of electric distribution utilities were final and filed with JCARR on December 7, 2009 with an effective date of November 1, 2010 and approved in February 2010. The new Universal Service program is called PIPP Plus and contains an arrearage credit component.

PERCENTAGE OF INCOME PAYMENT PLAN (PIPP)

The Public Utilities Commission of Ohio (PUCO), in its ruling in case number 83-303-GE-COI created the Percent of Income Plan (PIPP). In its Opinion and Order, the PUCO established an eligibility standard for participation in PIPP at 150% of the federal poverty guidelines, explicitly citing its adoption of general LIHEAP standards as a known and verifiable criterion for which an agency, namely Ohio's Home Energy Assistance Program, already existed.

The ODSA/OCA, was involved throughout the litigation of the 83-303 case provided considerable testimony and information to PUCO about LIHEAP-eligible families and energy affordability problems they face. The Commission by its ruling in 83-303-GE-COI and subsequent cases, has established in the Ohio Administrative Code the direct role of Ohio's LIHEAP program in determining whether a household meets the 150% of the poverty standard and a requirement that anyone enrolling in PIPP must also apply for LIHEAP assistance (Rules 4901:1-18-01 through 4901:1-18-12 of the Ohio Administrative Code). During the life of Ohio's PIPP, utilities under PUCO jurisdiction and Ohio HEAP have continued to define and refine the connections between PIPP and HEAP. For example, the crisis assistance program includes a requirement that applicants enroll or be reinstated in PIPP or an alternative payment plan and the amount of the crisis assistance benefit is calculated according to the PIPP rules cited above. Eventually this led to the creation of a combination (or simultaneous) HEAP/PIPP application.

2607A Leveraging (continued)

The evolution of PIPP and its integration with HEAP in Ohio has been ongoing since December 1, 1983. Crisis assistance benefits are specifically calculated in terms of PIPP and enrollment criteria include application for LIHEAP. The PUCO, in the original 83-303 Opinion expressed in its vision of a truly coordinated and interdependent program to assist low-income Ohio Utility customers and Ohio HEAP. The Commission and companies under its jurisdiction have jointly addressed that goal since December, 1983.

In 1990, the Commission initiated case number 90-705-GE-PIPP. The purpose of this case was to review and modify certain aspects of the PIPP program in light of utilities' and Ohio HEAP's experience with the program over the past several years, especially since the development of the HEAP/PIPP combined application mentioned above

Negotiations took place among the ODSA/OCA, PUCO staff and representatives of Ohio's regulated natural gas and electric utilities. In June, 1991 those parties signed a stipulation, which, among other regulatory changes, established a system whereby the ODSA/OCA was authorized to perform a service previously carried out by the utilities.

Because Ohio HEAP certified or confirms the income eligibility of households to participate in PIPP, the next logical step was for the state office to reverify PIPP eligibility. This means Ohio HEAP certifies that a household remains eligible for PIPP because its income is still at or below 150% of the poverty guidelines. This process also establishes a household's new monthly PIPP payment, based on any changes in income identified by HEAP.

The utilities for whom Ohio HEAP performs PIPP income re-verification will compensate the state office for this service on a per-account basis. The state will incur no additional administrative costs in providing the utilities with the information they need to administer PIPP.

In the administration of the PIPP program there have been several accommodations with utility companies that leverage resources for HEAP recipients.

Based on contracts with the ODSA, utilities were no longer allowed to charge security deposits for customers being enrolled in the PIPP program. With the adoption of the new "PIPP Plus" rules that became effective November 1, 2010, neither natural gas nor electric companies will be permitted to charge security deposits or late fees to PIPP customers. When the Crisis HEAP customer enrolls in PIPP, they are required to only pay the initial PIPP payment. Under the revised rules, PIPP payments are 6% of the monthly income or a \$10 minimum payment, whichever is greater for natural gas and the greater of 6% of the monthly household income or \$10 for electricity. Total electric households will pay the greater of 10% of the monthly household income or \$10.

2607A Leveraging (continued)

Additionally, to try to incentivize better payment behavior under the new rules, every month a PIPP customer pays their installment on-time and in-full, they will receive an arrearage credit of 1/24th of the accumulated arrearage as of November 1, 2010 and a credit of the remainder of the bill (delta) for that particular month.

LIHEAP WEATHERIZATION

Up to 15% of Ohio's LIHEAP grant can be transferred to the Home Weatherization Assistance Program as authorized by Section 5117.21 of the Ohio Revised Code. The transferred LIHEAP monies were then held out for "match" by private utility companies. Three companies, East Ohio Gas, Columbia Gas and Dayton Power and Light put up their funds to provide weatherization services to their low-income customers.

Coordination of services to Ohioans with incomes at or below 150% of the federal poverty guidelines has always been a major goal and effort of the Ohio Office of Community Assistance. Rules promulgated by the Public Utilities Commission of Ohio (PUCO) mandate that households apply for both HEAP and HWAP when enrolling in the Percent of Income Payment Plan (PIPP Plus).

Households with unusually high consumption are targeted for services made possible by the combination of LIHEAP Weatherization and utility dollars.

*** 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)

The new Percentage of Income Payment Plan Plus (PIPP Plus) rules for both natural gas and electric include a requirement that regulated utilities provide client level usage and payment data to ODSA/OCA for any PIPP Plus customers as well as any customers receiving a LIHEAP benefit within the past 12 months (rolling). Therefore, beginning with the implementation of PIPP Plus in November of 2010, OCA has collected this data and will be analyzing it to be able to report not only on how the new PIPP Plus rules have affected payment behavior, but also on the energy burdens of LIHEAP customers and how energy efficiency education and weatherization measures affect usage. While OCA is still in the development stage of this data collection and reporting, the data analysis should become more sophisticated and hopefully will provide valuable information on the impact of LIHEAP for its participants.

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 new requirements included in the 1994 reauthorization of the statute is that 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.

APPENDIX A

Randall Hunt, Office of Community Assistance
2014 Ohio State Plan
Governor Delegation



JOHN R. KASICH
GOVERNOR
STATE OF OHIO

August 23, 2013

Jeannie Chaffin, Director
Administration for Children and Families
U.S. Department of Health and Human Services
Office of Community Services
Division of State Assistance
370 L'Enfant Promenade, S.W., 5th Floor W.
Washington, D.C. 20447

Dear Ms. Chaffin:

This letter is to advise you that, until further notice, I hereby delegate authority to the Director of the Ohio Development Services Agency, to act for the State of Ohio, and for me as Governor, in making applications and in providing certification to the assurances contained in the Community Services Block Grant Act, Title VI, of the Omnibus Reconciliation Act of 1981, as amended, for the Community Services Block Grant. The Ohio Development Services Agency will also make applications and provide certification to the 16 assurances contained in Title XXVI, section 2605 (b) of the Omnibus Budget Reconciliation Act of 1981, Public Law 97-35, as amended in the administration, and operation of its Low-Income Home Energy Assistance Program.

Thank you for your consideration in this matter. Any questions regarding the implementation of these programs should be directed to Randall Hunt, Chief of the Ohio Development Services Agency's Office of Community Assistance at (614) 644-6846 or by email at Randall.Hunt@development.ohio.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "John R. Kasich", is written over a faint, larger version of the same signature.

John R. Kasich
Governor

APPENDIX B

Randall Hunt, Office of Community Assistance
2014 Ohio State Plan
Certifications

CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an Employee of a Member of Congress in connection with awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

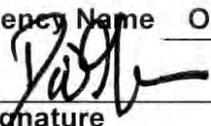
This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31 U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000.00 and not more than \$100,000.00 for each such failure.

Statement for Loan Guarantees and Loan Insurance

The undersigned certifies, to the best of his or her knowledge and belief, that:

If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

Agency Name Ohio Development Services Agency Grantee No. LIHEAP - 2014


Signature

Director
Title

8/26/13
Date

**CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY
MATTERS – PRIMARY COVERED TRANSACTIONS**

Instructions for Certification

1. By signing and submitting this proposal, the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the certification set out below. The certification or explanation will be considered in connection with the department or agency's determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when the department or agency determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the department or agency to which this proposal is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of those regulations.
6. The prospective primary participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency entering into this transaction.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction," provided by the department or agency entering into this covered transaction, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge

and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

Certification Regarding Debarment, Suspension, and Other Responsibility Matters - Primary Covered Transactions

(1) The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:

(a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency;

(b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

(c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and

(d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

(2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Agency Name Ohio Development Services Agency Grantee No. LIHEAP 2014

Signature  Title 9/26/13 Date Director

CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

This certification is required by the regulations implementing the Drug-Free Workplace Act of 1988: 45 CFR Part 76, Subpart, F. Sections 76.630(c) and (d)(2) and 76.645(a)(1) and (b) provide that a Federal agency may designate a central receipt point for STATE-WIDE AND STATE AGENCY-WIDE certifications, and for notification of criminal drug convictions. For the Department of Health and Human Services, the central point is: Division of Grants Management and Oversight, Office of Management and Acquisition, Department of Health and Human Services, Room 517-D, 200 Independence Avenue, SW Washington, DC 20201.

Instructions for Certification

1. By signing and/or submitting this application or grant agreement, the grantee is providing the certification set out below.
2. The certification set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. If it is later determined that the grantee knowingly rendered a false certification, or otherwise violates the requirements of the Drug-Free Workplace Act, the agency, in addition to any other remedies available to the Federal Government, may take action authorized under the Drug-Free Workplace Act.
3. For grantees other than individuals, Alternate I applies.
4. For grantees who are individuals, Alternate II applies.
5. Workplaces under grants, for grantees other than individuals, need not be identified on the certification. If known, they may be identified in the grant application. If the grantee does not identify the workplaces at the time of application, or upon award, if there is no application, the grantee must keep the identity of the workplace(s) on file in its office and make the information available for Federal inspection. Failure to identify all known workplaces constitutes a violation of the grantee's drug-free work place requirements.
6. Workplace identifications must include the actual address of buildings (or parts of buildings) or other sites where work under the grant takes place. Categorical descriptions may be used (e.g., all vehicles of a mass transit authority or State highway department while in operation, State employees in each local unemployment office, performers in concert halls or radio studios).
7. If the workplace identified to the agency changes during the performance of the grant, the grantee shall inform the agency of the change(s), if it previously identified the workplaces in question (see paragraph five).
8. Definitions of terms in the Nonprocurement Suspension and Debarment common rule and Drug-Free Workplace common rule apply to this certification. Grantees' attention is called, in particular, to the following definitions from these rules:
Controlled substance means a controlled substance in Schedules I through V of the Controlled Substances Act (21 U.S.C. 812) and as further defined by regulation (21 CFR 1308.11 through 1308.15);
Conviction means a finding of guilt (including a plea of nolo contendere) or imposition of sentence, or both, by any judicial body charged with the responsibility to determine violations of the Federal or State criminal drug statutes;
Criminal drug statute means a Federal or non-Federal criminal statute involving the manufacture, distribution, dispensing, use, or possession of any controlled substance;
Employee means the employee of a grantee directly engaged in the performance of work under a grant, including: (i) All direct charge employees; (ii) All indirect charge employees unless their impact or involvement is insignificant to the performance of the grant; and, (iii) Temporary personnel and consultants who are directly engaged in the performance of work under the grant and who are on the grantee's payroll. This definition does not include workers not on the payroll of the grantee (e.g., volunteers, even if used to meet a matching requirement; consultants or independent contractors not on the grantee's payroll; or employees of subrecipients or subcontractors in covered workplaces).

Certification Regarding Drug-Free Workplace Requirements

Alternate I. (Grantees Other Than Individuals)

The grantee certifies that it will or will continue to provide a drug-free workplace by:

- (a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
- (b) Establishing an ongoing drug-free awareness program to inform employees about --
 - (1) The dangers of drug abuse in the workplace;
 - (2) The grantee's policy of maintaining a drug-free workplace;
 - (3) Any available drug counseling, rehabilitation, and employee assistance programs; and
 - (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
- (c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);

- (d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will --
 - (1) Abide by the terms of the statement; and
 - (2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
- (e) Notifying the agency in writing, within ten calendar days after receiving notice under paragraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;
- (f) Taking one of the following actions, within 30 calendar days of receiving notice under paragraph (d)(2), with respect to any employee who is so convicted --
 - (1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
 - (2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
- (g) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e) and (f).

The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant:

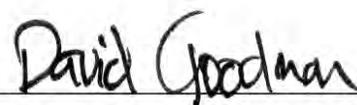
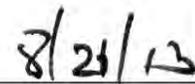
Place of Performance (Street address, city, county, state, zip code)

Check if there are workplaces on file that are not identified here.

Alternate II. (Grantees Who Are Individuals)

- (a) The grantee certifies that, as a condition of the grant, he or she will not engage in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in conducting any activity with the grant;
- (b) If convicted of a criminal drug offense resulting from a violation occurring during the conduct of any grant activity, he or she will report the conviction, in writing, within 10 calendar days of the conviction, to every grant officer or other designee, unless the Federal agency designates a central point for the receipt of such notices. When notice is made to such a central point, it shall include the identification number(s) of each affected grant. [55 FR 21690, 21702, May 25, 1990]

Agency Name Ohio Development Services Agency Grantee No. LIHEAP - 2014

		
Signature	Title	Date

APPENDIX C

Randall Hunt, Office of Community Assistance
2014 Ohio State Plan
Public Hearing Documentation



HEAP

2014 Energy Assistance Programs Public Hearings

Cleveland	July 23, 2013 1:00 P.M.	Lausche Building 615 West Superior Avenue 2nd Floor Auditorium Cleveland, OH 44113
Cincinnati	July 30, 2013 1:00 P.M.	Cincinnati Hamilton CAA 1740 Langdon Farm Road (GLR Conference Hall) Cincinnati, OH 45237
Columbus	August 6, 2013 1:00 P.M.	Vern Riffe Tower 77 S. High Street 31st Floor, South B&C Columbus, OH 43215

PUBLIC HEARING NOTICE

Pursuant to the Low Income Home Energy Assistance Act (Public Law 97-35, as amended by Public Law 103-252), notice is hereby given that the Ohio Development Services Agency, Community Services Division, Office of Community Assistance, will hold a Public Hearing at 1:00 p.m., July 23, 2013 at the Lausche Building, 615 West Superior Avenue, 2nd Floor Auditorium, Cleveland, OH 44113.

The purpose of the hearing is to solicit comment and entertain discussion on the winter 2012-2013 Home Energy Assistance Program (HEAP) season and the proposed plan for the 2013-2014 program. The hearing will proceed until all testimony is heard.

Written statements submitted prior to the hearings will be included in the hearing record. Further information is obtainable from HEAP, Ohio Development Services Agency, P.O. Box 1001, Columbus, Ohio 43216-1001, or by calling the toll-free HEAP hotline, 1-800-282-0880.

PUBLIC HEARING NOTICE

Pursuant to the Low Income Home Energy Assistance Act (Public Law 97-35, as amended by Public Law 103-252), notice is hereby given that the Ohio Development Services Agency, Community Services Division, Office of Community Assistance, will hold a Public Hearing at 1:00 p.m., July 30, 2013 at the Cincinnati-Hamilton County Community Action Agency, 1740 Langdon Farm Road (GLR Conference Hall), Cincinnati, Ohio 45237.

The purpose of the hearing is to solicit comment and entertain discussion on the winter 2012-2013 Home Energy Assistance Program (HEAP) season and the proposed plan for the 2013-2014 program. The hearing will proceed until all testimony is heard.

Written statements submitted prior to the hearings will be included in the hearing record. Further information is obtainable from HEAP, Ohio Development Services Agency, P.O. Box 1001, Columbus, Ohio 43216-1001, or by calling the toll-free HEAP hotline, 1-800-282-0880.

PUBLIC HEARING NOTICE

Pursuant to the Low Income Home Energy Assistance Act (Public Law 97-35, as amended by Public Law 103-252), notice is hereby given that the Ohio Development Services Agency, Community Services Division, Office of Community Assistance, will hold a Public Hearing at 1:00 p.m., August 6, 2013, on the 31st Floor, Room South B & C at the Vern Riffe Center, 77 South High Street, in Columbus, OH 43215.

The purpose of the hearing is to solicit comment and entertain discussion on the summer 2012-2013 HEAP season and the proposed plan for the 2013-2014 program. The hearing will proceed until all testimony is heard.

Written statements submitted prior to the hearings will be included in the hearing record. Further information is obtainable from HEAP, Ohio Development Services Agency, P.O. Box 1001, Columbus, Ohio 43216-1001, or by calling the toll-free HEAP hotline, 1-800-282-0880.

APPENDIX D

Randall Hunt, Office of Community Assistance

2014 Ohio State Plan

Home Energy Assistance Program

Vendor Participation Agreement

**HOME ENERGY ASSISTANCE PROGRAM
PARTICIPATION AGREEMENT**

**Ohio Development Services Agency
Office of Community Assistance / Home Energy Assistance Program (OCA/HEAP)
P.O. Box 2169, Columbus, Ohio 43216**

Statement of conditions for participation in Ohio's Office of Community Assistance/Home Energy Assistance Program in accordance with the Low-Income Home Energy Assistance Act of 1982.

1. The Home Energy Supplier shall 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 OCA/HEAP. The actual cost of the home energy shall not exceed the customary cost charged by the industry for energy to consumers in the geographical area in which the energy is provided.

2. The Energy Supplier shall not discriminate against any eligible household in regard to the terms and conditions of sale, credit, delivery price, program participation, race, religion, color, sex, national origin, handicap or age.

3. The Energy Supplier agrees to comply with applicable state laws and regulations. Furthermore, the Energy Supplier warrants that it is not disbarred and/or suspended, and will comply with OCA/HEAP rules and guidelines which govern the implementation of the Home Energy Assistance program.

4. The Energy Supplier shall expend energy assistance payments solely for residential dwellings comprised of any individual or group of individuals who are living together as one economic unit for whom residential energy is customarily purchased in common or who make undesignated payments for energy in the form of rent.

5. The Energy Supplier shall assure that the benefit of any energy assistance payment accrues to the eligible household for which the payment is made.

- a. Energy Supplier agrees to note on customer's account the date on which the Notice of Decision/Intent to Pay was received by the supplier.
- b. Energy Supplier agrees to credit the customer's account upon payment by the OCA/HEAP.

6. Energy Supplier agrees to indemnify and to hold the OCA/HEAP and state harmless and immune from any and all claims for injury or damages arising from this Agreement and Energy Supplier's performance of the obligations or activities in furtherance of the Project which are attributable to the Energy Supplier's own actions or omissions or those of its trustees, officers, employees, subcontractors, suppliers, third parties utilized by the Energy Supplier, or joint ventures while acting under This Agreement. Such claims shall include, but are not limited to, any claims made under the Fair Labor Standards Act or under any other federal or state law involving wages, overtime, or employment matters and any claims involving patents, copyrights, and trademarks. The Energy Supplier shall bear all costs associated with defending the OCA/HEAP and the State of Ohio against any claims.

If the Energy Supplier is a "Subdivision" or "Taxing Unit", as defined by Ohio Revised Code Section 5705.01, it shall maintain liability and property insurance to cover actionable legal claims for liability of loss which are the result of injury to or death of any person, damage to property (including property of OCA/HEAP) caused by the negligent acts or omissions, or negligent conduct of the Energy Supplier, to the extent permitted by law, in connection with the activities of the Agreement. Furthermore, each party to this Agreement agrees to be liable for the negligent acts or negligent omissions by or through itself, its employees, agents and subcontractors. Each party further agrees to defend itself and themselves and pay any judgments and costs arising out of such negligent acts or omissions, and nothing in this Agreement shall impute transfer of any such liability from one to the other.

7. The Energy Supplier shall retain all books, records and other documents relevant to normal billing procedures and upon reasonable notice to energy supplier, any duly authorized representative of the Ohio Development Services Agency shall have full access to said materials to audit sample or otherwise evaluate energy assistance payments.

8. Should the Energy Supplier fail to perform satisfactorily any requirements of this Agreement, or upon just cause, OCA/HEAP may immediately terminate the Agreement.

9. In accordance with Executive Order 2007-01S, Energy Supplier, by its signature on this document, certifies: (1) it has reviewed and understands Executive Order 2007-01S, (2) has reviewed and understands the Ohio ethics and conflict of interest laws including, without limitation, Ohio Revised Code Sections 102.01 et seq., 2921.01, 2921.42, 2921.421 and 2921.43, and Section 3517.13(I) and (J), and (3) will take no action inconsistent with those laws and the order, as any of them may be amended or supplemented from time to time. Energy Supplier understands that failure to comply with Executive Order 2007-01S is, in itself, grounds for termination of this Agreement and the grant of funds made pursuant to this Agreement and may result in the loss of other contracts or grants with the State of Ohio.

10. Energy Supplier hereby certifies, by its signature on this document, that all applicable parties listed in Divisions (I)(3) or (J)(3) of Ohio Revised Code Section 3517.13 are in full compliance with Divisions (I)(1) and (J)(1) of Ohio Revised Code Section 3517.13.

NOTE: Residential landlord and/or residential management companies are not considered to be energy suppliers and are not eligible to be enrolled as an Energy Supplier for OCA/HEAP.

HOME ENERGY ASSISTANCE PROGRAM PARTICIPATION AGREEMENT

Please check if you will be using our web-based interface (OCEAN) for accepts and rejects. A Confidentiality Agreement must be completed for each user. Please see attached.

1. Legal Name of Business/Individual:		3. Employer Identification Number (EIN) OR Social Security Number (SSN)	
2. Business Trade Name, DBA Name (if different from above)		6. Email Address:	
4. Telephone Number:	5. Fax Number:	8. Company Website:	
7. Put a "v" in the box that applies to your business entity. <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> Non-Profit <input type="checkbox"/> Individual <input type="checkbox"/> Other (Specify) _____ Note: If Sole Proprietor, individual's name must appear in block #1		9. County(ies) Served:	
10. Office Address:		11. County:	
12. Mailing Address:(If different from above)		13. County:	
14. Type of Fuel/Service Provided: <input type="checkbox"/> Natural Gas <input type="checkbox"/> Propane/Bottle Gas <input type="checkbox"/> Coal/Wood/Pellets <input type="checkbox"/> Repair/Install Heating/Cooling Systems <input type="checkbox"/> Electric <input type="checkbox"/> Fuel Oil/Kerosene <input type="checkbox"/> Portable Heaters <input type="checkbox"/> Room Air Conditioners <div style="border: 1px solid black; padding: 5px; display: inline-block; width: 45%;"> PLEASE ATTACH A COMPLETED SAMPLE COPY OF YOUR INVOICE OR INVOICES (SHOWING ACCOUNT #S) </div> <div style="border: 1px solid black; padding: 5px; display: inline-block; width: 45%; margin-left: 5px;"> Please enter the minimum # of gallons before you will make a delivery _____ </div>			
15. Name and Title of Contact Person:	16. Phone Number:	17. Email Address:	
18. CERTIFICATION: The undersigned Energy Supplier agrees to comply with the conditions listed on pages one and two as a Participant for HEAP, effective on the signature date of this agreement and represents that to the best of his or her knowledge the information given is true, correct and complete. <div style="display: flex; justify-content: space-between; border-top: 1px solid black; padding-top: 10px;"> Signature of Authorized Representative Date </div>			
For OCA Staff only <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> Vendor # </div> <div style="text-align: center;"> Initial & Date of Reviewer </div> <div style="text-align: center;"> Initial & Date of Supervisor </div> </div>			

State of Ohio

Development Services Agency

OCEAN Data Confidentiality Agreement for Vendors

Security and confidentiality are matters of concern of all users of the Development Services Agency (DSA) information systems, including all other persons who are given limited access to DSA confidential data for business reasons. Each person entrusted with an authorized ID to access any DSA information system holds a position of trust relative to the information it contains and must recognize and accept the responsibilities entrusted to him/her in preserving the security and confidentiality of that information. DSA information is subject to various state and federal confidentiality laws, including, but not limited to, section 1347.15 of the Ohio Revised Code.

An authorized user's conduct, either on or off the job, may threaten the security and confidentiality of information. It is the responsibility of every user to know and understand the following:

1. You are being given access to DSA's OCEAN system only for the purpose of confirming delivery of goods or services for which you are to be paid by DSA. You must not use, or permit any other person to use, OCEAN or any information in OCEAN for any other purpose.
2. You must not seek to benefit personally, or permit others to benefit personally, from any information to which you are given access by virtue of your Utility relationship with DSA.
3. You must not disclose the contents of any record you may access through OCEAN to any person except as necessary for you to provide the goods or services for which you are to be paid by DSA.
4. You must not knowingly include or cause to be included in any record or report you create for DSA any false, inaccurate, or misleading entry.
5. You must not disclose or share any security codes, *i.e.*, sign-ons, passwords, *etc.*, used to access OCEAN or otherwise to do business with DSA.
6. You must report any violation of this Agreement to DSA immediately to: Chris Bowsher at Christopher.Bowsher@development.ohio.gov or 614-644-1421.
7. You acknowledge that certain information in OCEAN may be subject to privacy protections under federal and state law, and you understand that you may be subject to civil and/or criminal penalties if you violate those laws by unauthorized use or disclosure of information you obtain from DSA through OCEAN.
8. You understand that accounts that are not used for 90 days will be disabled. You will be required to sign a new confidentiality agreement to re-establish any account that has been disabled (except an account disabled due to invalid password entered).
9. You certify to DSA that the email address below is your work account, and it is not shared or accessed by anyone other than you.

Any violation of this policy may result in termination of your OCEAN access. DSA may exercise any remedy available to it under law to enforce this Agreement.

I have read and understand the OCEAN Data Confidentiality Agreement:

Vendor Name _____

Signed _____ (Date) _____

Name (Print) _____ (Position Title) _____

Work Address (full address) _____

Phone Number _____ Ext _____

Work E-Mail _____

*****To be filled out by company owner or above employees supervisor only*****

Please list any other companies
the employee listed above
should have access to 0..... _____

Authorized Approval (Print) _____

Authorized Approval (Sign)..... _____ (Date) _____

For OCA Use Only: User Created/updated by: _____	DSA Approval: _____
--	---------------------

APPENDIX E

Randall Hunt, Office of Community Assistance

2014 Ohio State Plan

HWAP Policy and Procedures



May 17, 2013

Office of Community Assistance

INFORMATION UPDATE

IU-2013-0019

To: HWAP Executive Directors, Energy Coordinators, PAC Members and Stakeholders

From: Randal Hunt, Deputy Chief, Office of Community Assistance

Subject: HWAP Eligibility Guidelines



Please note that the Ohio Home Weatherization Assistance Program (HWAP) has made the decision to continue to provide services to clients at or below 200 percent of the Federal Poverty Guidelines for Program Year 2013. This is a change from the draft State Plan approved by the HWAP Policy Advisory Committee. The purpose of this Information Update is to provide notice to agencies of the eligibility guidelines for Program Year 2013. Attached is Weatherization Program Notice 13-3. Below is the edited text of Ohio's HWAP State Plan in regards to eligibility:

All dwelling units to be weatherized shall be determined eligible in such a manner to ensure that each weatherized unit meets the qualifications of CFR 440.22, 'Eligible Dwelling Units.' Eligibility may be categorical or traditional.

CATEGORICAL ELIGIBILITY

Categorical eligibility applies when one or more persons living the unit has received cash assistance payments under Title IV or XVI of the Social Security Act or applicable state or local law at any time during the 12 month period preceding the determination of eligibility for weatherization assistance; or one or more persons in the unit is eligible for assistance under the Low Income Home Energy Assistance Act of 1981.

TRADITIONAL ELIGIBILITY

Traditional eligibility applies to any household whose income is at or below 200 percent of the federal poverty level determined in accordance with criteria established by the Director of the Office of Management and Budget for the 12 months preceding application.

Questions regarding eligibility may be directed to Katrina Metzler, Section Supervisor, Weatherization, at 614-387-2729 or Katrina.Metzler@development.ohio.gov . Thank you for your continued partnership for energy efficiency.

RH/sm

Attachments: WPN 13-3
HWAP Eligibility Threshold Memo



May 17, 2013

To: HWAP Policy Advisory Council Members
From: Sadicka White, Chief, Community Services Division
Subject: HWAP Eligibility Threshold



As the new Chief of the Community Services Division at the Ohio Development Services Agency, I am looking forward to working with all of you in carrying out the important mission of providing residential energy efficiency through Weatherization to help reduce the energy burden for Ohio's most vulnerable population. I want you to know that I have an open door policy and that customer service is one of the hallmarks of our Division. Therefore, I'm interested in hearing what you think would improve our partnership and the delivery of these important services.

Towards that end, we have heard your concerns about the 2013 HWAP eligibility going from 200% poverty to 175% poverty. We understand that this change would create difficulties in your ability to combine jobs with the utility funding.

We have heard your concerns; and we are delighted to inform you that the Office of Community Assistance has been given approval from our U.S. Health and Human Services monitor to follow the U.S Department of Energy's eligibility threshold, which is 200% poverty. What that means is that for Ohio's 2013 HWAP program year, the eligibility will remain at 200% poverty.

Again, I am looking forward to working with all of you through the HWAP PAC.

SW/sm



May 17, 2013

To: HWAP Policy Advisory Council Members
From: Sadicka White, Chief, Community Services Division
Subject: HWAP Eligibility Threshold



As the new Chief of the Community Services Division at the Ohio Development Services Agency, I am looking forward to working with all of you in carrying out the important mission of providing residential energy efficiency through Weatherization to help reduce the energy burden for Ohio's most vulnerable population. I want you to know that I have an open door policy and that customer service is one of the hallmarks of our Division. Therefore, I'm interested in hearing what you think would improve our partnership and the delivery of these important services.

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We have heard your concerns; and we are delighted to inform you that the Office of Community Assistance has been given approval from our U.S. Health and Human Services monitor to follow the U.S Department of Energy's eligibility threshold, which is 200% poverty. What that means is that for Ohio's 2013 HWAP program year, the eligibility will remain at 200% poverty.

Again, I am looking forward to working with all of you through the HWAP PAC.

SW/sm



Department of Energy
Washington, DC 20585

WEATHERIZATION PROGRAM NOTICE 13-3
EFFECTIVE DATE: March 15, 2013

SUBJECT: 2013 POVERTY INCOME GUIDELINES AND DEFINITION OF INCOME

PURPOSE: To provide States with the 2013 Poverty Income Guidelines and Definition of Income for use in the Low-Income Weatherization Assistance Program (WAP).

SCOPE: The provisions of this guidance apply to all Grantees applying for financial assistance under the Department of Energy (DOE) Weatherization Assistance Program.

LEGAL AUTHORITY: Title IV, Energy Conservation and Production Act, as amended, authorizes the Department of Energy to administer the WAP. All grant awards made under this program shall comply with all applicable laws and regulations including, but not limited to, the WAP Regulations contained in 10 CFR Part 440, as applicable.

PROCEDURES: The American Recovery and Reinvestment Act of 2009, Public Law 111-005, signed by the President on February 17, 2009, raised the DOE Weatherization eligibility criterion by striking "150 percent" in both places it appears in Section 412(7) of the Energy Conservation and Production Act (42 U.S.C. 6862(7)) and inserting "200 percent." The annual revision of the poverty income guidelines was published in the **Federal Register**/Volume 78, Number 16/Thursday, January 24, 2013, on pages 5182-5183. Attached is a table displaying the revised guidelines showing income eligibility limits at 200 percent of poverty. Guideline tables for Alaska and Hawaii are also included. These guidelines are effective as of January 24, 2013, and apply to both farm and non-farm families. The Territories are to select the appropriate set of poverty guidelines and include it in their State plan for review and approval by DOE prior to use.

Grantees should distribute these tables immediately to their subgrantees for their use in the Program from the effective date of this guidance until updated in subsequent policy documents. Additionally, this notice provides grantees with a definition of income for use in the Weatherization Program. This guidance continues to reaffirm previous guidance by outlining what is expected to be available in terms of source documentation for review when requested by an outside authority.

Restructuring of the Program Year 2013 Weatherization Grant Guidance (WPN 13-1) resulted in applicable sections being transferred to this guidance.

DETERMINING ELIGIBILITY LEVELS: In determining what eligibility level will be used in its Program, the Grantee may select one of the three levels listed below to be identified as part of the grantee's Annual Plan. As defined in 10 CFR 440.3, low income means that income in relation to family size which:

- (1) Is at or below 200 percent of the poverty level determined in accordance with criteria established by the Director of the Office of Management and Budget, except that the Secretary may establish a higher level if the Secretary, after consulting with the Secretary of Agriculture and the Secretary of Health and Human Services, determines that such a higher level is necessary to carry out the purposes of this part and is consistent with the eligibility criteria established for the weatherization program under Section 222(a)(12) of the Economic Opportunity Act of 1964;
- (2) Is the basis on which cash assistance payments have been paid during the preceding twelve month-period under Titles IV and XVI of the Social Security Act or applicable State or local law; or
- (3) If a Grantee elects, is the basis for eligibility for assistance under the Low Income Home Energy Assistance Act of 1981, provided that such basis is at least 200 percent of the poverty level determined in accordance with criteria established by the Director of the Office of Management and Budget.

QUALIFIED ALIENS RECEIVING WEATHERIZATION BENEFITS: Grantees are directed and encouraged to review guidance provided by Health and Human Services (HHS) under LIHEAP. This guidance can be found at <http://aspe.hhs.gov/hsp/immigration/restrictions-sum.shtml> and searching the word "aliens" under the "Find Answers" section.

ELIGIBLE RENTAL WEATHERIZATION: A dwelling unit is eligible for weatherization assistance if it is occupied by a family unit that meets the income guidelines and meets building eligibility. A subgrantee may weatherize a building containing a sufficient percentage of eligible rental dwelling units or a single-family building or a mobile home provided written permission is obtained from the owner or the owner's agent.



AnnaMaria Garcia
Director
Weatherization and Intergovernmental Programs Office
Energy Efficiency and Renewable Energy

Attachment

DEFINITION OF INCOME

- A. INCOME:** Income means Cash Receipts earned and/or received by the applicant before taxes during applicable tax year(s) **but not** the Income Exclusions listed below in **Section C**. Gross Income is to be used, not Net Income.
- B. CASH RECEIPTS:** Cash Receipts include the following:
1. money, wages and salaries before any deductions;
 2. net receipts from non-farm or farm self-employment (receipts from a person's own business or from an owned or rented farm after deductions for business or farm expenses);
 3. regular payments from social security, railroad retirement, unemployment compensation, strike benefits from union funds, worker's compensation, veteran's payments, training stipends, alimony, and military family allotments;
 4. private pensions, government employee pensions (including military retirement pay), and regular insurance or annuity payments;
 5. dividends and/or interest;
 6. net rental income and net royalties;
 7. periodic receipts from estates or trusts; and
 8. net gambling or lottery winnings.
- C. INCOME EXCLUSIONS:** The following Cash Receipts **are not** considered sources of Income for the purposes of determining applicant eligibility:
1. capital gains;
 2. any assets drawn down as withdrawals from a bank;
 3. money received from the sale of a property, house, or car;
 4. one-time payments from a welfare agency to a family or person who is in temporary financial difficulty;
 5. tax refunds;
 6. gifts, loans, or lump-sum inheritances;
 7. college scholarships;
 8. one-time insurance payments, or compensation for injury;
 9. non-cash benefits, such as the employer-paid or union-paid portion of health insurance;
 10. employee fringe benefits, food or housing received in lieu of wages;
 11. the value of food and fuel produced and consumed on farms;
 12. the imputed value of rent from owner-occupied non-farm or farm housing;
 13. Depreciation for farm or business assets;
 14. Federal non-cash benefit programs such as Medicare, Medicaid, Food Stamps, school lunches, and housing assistance;
 15. combat zone pay to the military; and
 16. Child Support, as defined below in **Section E**.
 17. Reverse mortgages;
 18. Payments for care of Foster Children;

D. PROOF OF ELIGIBILITY: Grantees and subgrantees are reminded that proof of income eligibility should be included in the client file.

1. **Availability of Supporting Documentation:** For purposes of review and audit, each client file must contain an application from the client that contains the required demographics and income for the entire family living in the residence. The file must also contain evidence provided by the subgrantee that the client is eligible to receive WAP services. This evidence may include, but is not limited to, a memorandum from a third party certification office stipulating the income levels of the family or source documentation for each income source listed on the application. These documents can be stored electronically or retained in hard copy for each client.
2. **Eligibility Determined by Outside Agency/Program:** If income eligibility is determined by an outside agency or program, i.e. Low-Income Home Energy Assistance Program (LIHEAP) or the U.S. Department of Housing and Urban Development (HUD), any document used to determine eligibility, such as a copy of LIHEAP eligibility or a copy of the HUD building list, will suffice as evidence of client eligibility. This document and any related documents must be retained in the client file. The HUD eligible building list can be found at:
http://www1.eere.energy.gov/wip/multifamily_guidance.html
3. **Self-Certification:** After all other avenues of documenting income eligibility are exhausted, self-certification is allowable. However, evidence of the various attempts at proving eligibility must be contained in the client file, **including** a notarized statement signed by the potential applicant indicating that he has no other proof of income.

E. CHILD SUPPORT: Child Support payments, whether received by the Payee or paid by the Payor, **are not** considered Sources of Income for the purposes of determining applicant eligibility.

1. **Payee:** Where an applicant receives child support from any state program or individual during an applicable tax year, such assistance **is not** considered Income for the purposes of determining eligibility (i.e., where an applicant receives Child Support, he or she **does not** add that amount to his or her calculation of income for purposes of determining eligibility).
2. **Payor:** Where an applicant pays child support through a state program and/or to an individual, such assistance **is not** considered income for the purposes of determining eligibility (i.e., where an applicant pays Child Support, he or she **may not** deduct said assistance from his or her calculation of Income for the purposes of determining eligibility).

- F. ANNUALIZATION OF INCOME:** Where an applicant receives income for a part of the applicable tax year, their partial income may be annualized to determine eligibility. *Example:* Applicant A received income during January, February and March. The method of annualizing income to determine eligibility could be multiplied by four to determine the amount of income received during the year. The method of calculating annualized income is to be determined by the Grantee and must be applied uniformly by all subgrantees.
- G. RE-CERTIFICATION:** An applicant must be re-certified when eligibility lapses due to the length of time the applicant was waiting to receive Weatherization services. As a reminder, re-certification of eligibility must occur at least every 12 months. The Grantee must outline the method of determining re-certification in their Grantee Plan for approval by DOE.

**2013 POVERTY INCOME GUIDELINES
CONTIGUOUS STATES U.S. GRANTEES
EFFECTIVE JANUARY 24, 2013**

INCOME LEVELS

Size of Family Unit	Threshold	200%
1	\$11,490	22,980
2	15,510	31,020
3	19,530	39,060
4	23,550	47,100
5	27,570	55,140
6	31,590	63,180
7	35,610	71,220
8	39,630	79,260

For families with more than 8 persons, add \$4,020 for each additional person.

2013 POVERTY GUIDELINES FOR ALASKA

Size of Family Unit	Threshold	200%
1	\$14,350	28,700
2	19,380	38,760
3	24,410	48,820
4	29,440	58,880
5	34,470	68,940
6	39,500	79,000
7	44,530	89,060
8	49,560	99,120

For families with more than 8 persons, add \$5,030 for each additional person.

2013 POVERTY GUIDELINES FOR HAWAII

Size of Family Unit	Threshold	200%
1	\$13,230	26,460
2	17,850	35,700
3	22,470	44,940
4	27,090	54,180
5	31,710	63,420
6	36,330	72,660
7	40,950	81,900
8	45,570	91,140

For families with more than 8 persons, add \$4,620 for each additional person.

Separate poverty guideline figures for Alaska and Hawaii reflect Office of Economic Opportunity administrative practice beginning in the 1966–1970 period. (Note that the Census Bureau poverty thresholds—the version of the poverty measure used for statistical purposes—have never had separate figures for Alaska and Hawaii.) The poverty guidelines are not defined for Puerto Rico or other outlying jurisdictions.

APPENDIX F

Randall Hunt, Office of Community Assistance

2014 Ohio State Plan

**Ohio Department of Aging
Outreach Report**



Department of
Aging

John Kasich, Governor
Bonnie Kantor-Burman, Director

June 3, 2013

Sharon Smith, Assistant Deputy Chief
Office of Community Assistance
Ohio Development Services Administration
77 South High Street, 25th floor
Columbus, Ohio 43215

Dear Sharon:

I am pleased to provide the final report for our 2012/13 HEAP Outreach Program. Enclosed please find statistical and narrative summaries of outreach efforts throughout Ohio.

Historically, our network's HEAP outreach efforts focused on distribution of information via senior centers and other congregate settings, as well as print and broadcast media. In the last few years, we have increased targeted assistance for frail and homebound individuals. Because area agencies on aging (AAAs) provide screening, assessment and case management of low income seniors, their staff have regular and direct access to frail elderly in their homes. The AAAs' new role as Aging & Disability Resource Centers expanded their ability to reach out to people with disabilities; and increasing numbers of trained Ohio Benefit Bank counselors within Ohio's aging network has also produced more direct assistance with HEAP applications.

During the 2012/13 heating season, AAAs and their local partners distributed almost 49,000 paper applications and helped more than 12,000 older and disabled adults - including 4,120 homebound individuals - complete and submit them. They gave telephone assistance to another 3,069 households. They briefed 208 outreach workers and other individuals on energy assistance programs; gave 462 group presentations to more than 14,742 people; placed 1,279 items in local senior publications and generated 1,721 targeted broadcast media spots.

Here at ODA, we provide energy assistance program information and links via a page on our web site, <http://aging.ohio.gov/information/energyassistance>. Our monthly publication *Aging Connection* was discontinued and replaced by a blog, *Aging News & Perspective*, which features up to date news and information about issues affecting older Ohioans and the people who care for and serve them. Later this month, the blog will include information on the Summer Crisis Program.

Thank you for your support for the aging network and this outreach partnership with the Ohio Development Services Agency. If you have questions or comments, please contact me at 614/466-6366.

Sincerely,

Janet Hofmann
Program Administrator
Division for Community Living
Ohio Department of Aging

Enclosures

cc: Alicia Sullivan; Melissa Stanford; Bonnie Kantor-Burman



AREA AGENCY ON AGING

Ohio District 5 | Serving North Central Ohio

780 Park Avenue West, Mansfield, OH 44906 | (419) 524-4144 | 1(800) 860-5799 | Fax (419) 522-9482 | www.aaa5ohio.org

May 24, 2013

ELECTRONIC MAIL &
US POSTAL MAIL

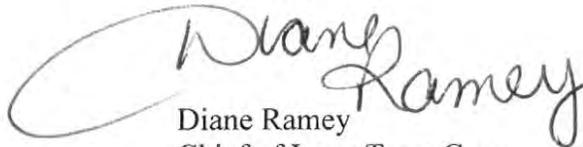
Janet Hofmann, Division of Community Living
Ohio Department of Aging
50 W. Broad St., 9th floor
Columbus, OH 43215

RE: Home Energy Assistance Program final report

Dear Ms. Hofmann,

Please find enclosed the Home Energy Assistance Program (HEAP) final report. Supporting documentation for the final report will follow in the mail. If you have any questions, please contact Diane Ramey, Chief of Long Term Care at 1-800-522-5680 ext 1133 or 419-522-5612 ext 1133.

Sincerely,



Diane Ramey
Chief of Long Term Care

DR/sh

Enclosure

CC: Diane Ramey, Chief of Long Term Care, AAA 5
Bambi Cameron, Care Manager, AAA 5
Laura Baker, Care Manager, AAA 5
Sarah Hunter, LTC Supervisor, AAA 5
Contract File



Home Energy Assistance Program Training

The HEAP regional training in Columbus on September 13 was attended by Laura Baker and Bambi Cameron. Important information concerning the changes to the 2012-2013 Home Energy Assistance Program were discussed and found to be very beneficial to the HEAP Coordinators. HEAP training was held for the Long Term Care Team, which included Passport Case Managers, Long-Term Care Consultants, Supervisors, Levy Care Managers, and Screeners; a total of 75 staff attended the training. In addition, cover letters were included with the HEAP applications for those requesting an application through the mail. The cover letter explained how to complete the application along with the Care Managers contact information for additional help in completing the application.

Home Energy Assistance Program Press Releases

Press releases were sent each month to the various forms of media (television, radio, and newspapers). Paid newspaper ads were placed on a monthly basis throughout the Ohio District 5 Area Agency on Aging, Inc area. HEAP information was published in the Agency's quarterly newsletter "The Messenger". HEAP guidelines and eligibility criteria could be found on the Ohio District 5 Area Agency on Aging, Inc website and in the West Park Senior Center's newsletter. In addition, information regarding the Home Energy Assistance Program was placed in promotional bags which were given out at presentations, health fairs, and special events.

Home Energy Assistance Program Mass Mailings

The HEAP outreach mass mailings were sent to the following organizations: In November, the mass mailings were sent to all senior centers and churches in the nine county area. December's mass mailing went to the financial institutions and libraries in the nine counties. All social service settings were the January focus for the mass mailing. Senior housing facilities were targeted for the mass mailing in February. In March, the mass mailing went to RSVP stations, Chamber of Commerce, media, and funeral homes while April had no mass mailing.

Home Energy Assistance Program Outreach

The focus for outreach included grocery stores where low-income seniors shop in both Richland and Huron counties. Food pantries and soup kitchens at churches and Salvation Army locations were outreach focus sites in Ashland, Crawford, Huron, and Marion, Morrow, Richland and Seneca counties.



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Home Energy Assistance Program outreaches were held at senior centers with congregate meal sites in Richland County, a health fair in Marion County and the Seneca County Council on Aging.

HEAP outreaches were held within senior housing: Bellville Court Apartments, Malabar Trace Apartments and West Park Senior Center in Richland County. In addition, senior housing outreaches were held in Marion, Morrow, Knox, as well as Devon House, Coventry House and Tall Trees in Seneca County.

Outreaches and HEAP applications were made available at public libraries in Huron and Richland counties. Additionally, Ohio Energy Savers calendars were given to participants at HEAP outreach sites in the nine county areas; a total of 600 calendars were distributed.

If you have any questions, please contact Diane Ramey, Chief of Long Term Care, at the Area Agency on Aging District 5 at 1-800-522-5680 extension 1133.

Sincerely,

Bambi Cameron & Laura Baker
Care Managers

Enclosures

COUNTY	MILES TRAVLD		APP'S DISTRIB		PHONE CONT.		PERS ASST		PRES.		MEDIA SPOTS		POSTERS distrib	STAFF Trained
	Admin	H.B.	Admin	H.B.	Admin	H.B.	Cen	H.B.	#events	#attend	Print	B'cast		
FINAL														
Ashland	0	84	166	69	2	11	166	69	0	0	3	1	0	0
Crawford	0	0	202	49	0	7	202	49	0	0	3	1	1	0
Huron	0	222	172	84	0	10	172	84	0	0	3	1	0	0
Knox	61	105	215	60	3	8	215	60	0	0	6	1	0	0
Marion	0	238	152	247	1	23	152	247	0	0	2	1	4	0
Morrow	0	42	158	127	2	9	158	127	0	0	4	1	0	0
Richland	46	204	744	205	12	82	744	205	8	745	7	1	1	75
Seneca	79	422	284	185	4	16	284	185	0	0	3	1	0	0
Wyandot	0	40	67	53	0	5	67	53	0	0	1	1	0	0
AAA staff	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	186	1357	2160	1079	24	171	2160	1079	8	745	32	9	6	75
X-check	186	1357	2160	1079	24	171	2160	1079	8	745	32	9	6	75

Monthly reports are due on the 12th of the following month (or if the 12th is a weekend, the first Monday following)

COUNTY	MILES TRAV'D		APP'S DISTRIB		PHONE CONT.		PERS ASST		PRES.		MEDIA SPOTS		POSTERS		STAFF	
	Admin	H.B.	Admin	Indiv	Admin	H.B.	Cen	Indiv	#events	#attend	Print	B'cast	distrib		Trained	
SEP																
Ashland																
Crawford																
Huron																
Knox																
Marion																
Morrow																
Richland																
Seneca																
Wyandot																
AAA staff																
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OCT																
Ashland																
Crawford																
Huron																
Knox																
Marion																
Morrow																
Richland																
Seneca																
Wyandot																
AAA staff																
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Monthly reports are due on the 12th of the following month (or if the 12th is a weekend, the first Monday following)

COUNTY	MILES TRAVLD		APP'S DISTRIB		PHONE CONT.		PERS ASST		PRES.		MEDIA SPOTS		POSTERS	STAFF
	Admin	H.B.	Admin	H.B.	Admin	H.B.	Cen	H.B.	#events	#attend	Print	B'cast	distrib	Trained
NOV														
Ashland	0	0	73	1	0	3	73	1						
Crawford	0	0	82	2	0	2	82	2						
Huron			81	2	0	2	81	2						
Knox	0	0	72	1	0	1	72	1						
Marion	0	0	79	6	0	4	79	6						
Morrow	0	0	78	4	1	4	78	4						
Richland	0	0	191	28	2	25	191	28						
Seneca	0	0	66	4	0	4	66	4						
Wyandot	0	0	23	0	0	0	23	0						
AAA staff														
TOTALS	0	0	745	48	3	45	745	48	0	0	0	0	0	0
DEC														
Ashland			22	2		1	22	2						
Crawford			60	6		1	60	6						
Huron			33				33							
Knox	61	58	70	3	1	1	70	3			2			
Marion			21	50		3	21	50			1		2	
Morrow			33	1			33	1			2			
Richland		17	96	38		12	96	38			3			70
Seneca			107	2			107	2			2			
Wyandot			15	2		2	15	2						
AAA staff														
TOTALS	61	75	457	104	1	20	457	104	0	0	10	0	2	70

Monthly reports are due on the 12th of the following month (or if the 12th is a weekend, the first Monday following)

COUNTY	MILES TRAV'D		APP'S DISTRIB		PHONE CONT.		PERS ASST		PRES.		MEDIA SPOTS		POSTERS distrib	STAFF Trained
	Admin	H.B.	Admin	H.B.	Admin	H.B.	Cen	H.B.	#events	#attend	Print	B'cast		
JAN														
Ashland			25	1	2	1	25	1				1		
Crawford			22	26		2	22	26				1		1
Huron			92	19	21	3	19	21				2		
Knox				18	1	1	18	1				2		
Marion			94	17	84	8	17	84				1		2
Morrow				24			24					1		
Richland			36	79	33	4	79	33				3		1
Seneca			124	22	1	2	22	1				1		
Wyandot				14	1	2	14	1				1		
AAA staff														
TOTALS	0	346	240	168	6	32	240	168	0	0	13	0	4	0
FEB														
Ashland		36	22	36		5	22	36				1		1
Crawford			24	12		1	24	12				1		1
Huron			25	1		1	25	1				1		1
Knox			43	4		3	43	4				1		1
Marion		32	21	52		3	21	52				1		1
Morrow		42	9	72		4	9	72				1		1
Richland		90	151	56		18	151	56	6	673		1		5
Seneca		110	22	72		4	22	72				1		1
Wyandot		40	7	50		1	7	50				1		1
AAA staff														
	0	350	324	355	3	40	324	355	6	673	3	9	0	5

Monthly reports are due on the 12th of the following month (or if the 12th is a weekend, the first Monday following)

COUNTY	MILES TRAV'D		APP'S DISTRIB		PHONE CONT.		PERS ASS'T		PRES.		MEDIA SPOTS		POSTERS distrib	STAFF Trained
	Admin	H.B.	Admin	H.B.	Admin	H.B.	Cen	H.B.	#events	#attend	Print	B'cast		
MAR														
Ashland		48	24	27			1	24						
Crawford			14	1			1	14						
Huron		130	14	59			4	14						
Knox			12	1			1	12						
Marion		65	14	4			1	14						
Morrow			14					14						
Richland		24	94	40			4	94						
Seneca		105	17	51			4	17						
Wyandot								8						
AAA staff														
TOTALS	0	372	211	183	10	25	211	183	0	0	0	0	0	0
APR														
Ashland				2								1		
Crawford				2								1		
Huron				1								1		
Knox		47		50			1	50				1		
Marion		47		51			1	51						
Morrow				50			1	50				1		
Richland		46	133	10			3	133		2		1		
Seneca		79	83	55			3	50						
Wyandot														
AAA staff														
TOTALS	125	214	183	221	1	9	183	221	2	72	6	0	0	0

Monthly reports are due on the 12th of the following month (or if the 12th is a weekend, the first Monday following)



AREA AGENCY ON AGING

Ohio District 5 | Serving North Central Ohio

780 Park Avenue West, Mansfield, OH 44906 | (419) 524-4144 | 1(800) 860-5799 | Fax (419) 522-9482 | www.aaa5ohio.org

November 2012

Dear Church Staff:

The Energy Assistance Programs (EAP) through the Ohio Department of Development can be of assistance to eligible low-income Ohioans. The enclosed material can help make them aware of this assistance, especially with the increase in heating costs this winter.

For seniors 60 and over, our Agency offers in-home assistance with completion and mailing of their application.

Enclosed you will find:

- **Two HEAP posters for your bulletin boards**
- **Two HEAP applications**

If you need additional applications, please call or e-mail me.

Thank you for your help in making this information available to your members.

Respectfully,

Bambi Cameron

Bambi Cameron
Energy Assistance Coordinator
419-522-5612 ext. 1239
bcameron@aaa5ohio.org

Enclosures

Serving Ashland, Crawford, Huron, Knox, Marion, Morrow, Richland, Seneca and Wyandot Counties

Funded in part by a Title III Grant under the Older Americans Act administered through the Ohio Department of Aging



AREA AGENCY ON AGING

Ohio District 5 | Serving North Central Ohio

780 Park Avenue West, Mansfield, OH 44906 | (419) 524-4144 | 1(800) 860-5799 | Fax (419) 522-9482 | www.aaa5ohio.org

December 2012

TO: Pharmacies:

With even higher energy costs this winter, the Energy Assistance Programs (EAP) through the Ohio Department of Development can be of assistance to eligible low-income Ohioans.

For those 60 and over, the Ohio District 5 Area Agency on Aging, Inc. offers in-home assistance with completion and mailing of their application.

Enclosed you will find:

- ✦ **Two HEAP posters for your bulletin board**
- ✦ **Two HEAP applications**

If you need additional applications or posters, please call or e-mail me.

Thank you for your assistance in making this information available to your customers.

Respectfully,

Bambi Cameron

Bambi Cameron
Energy Assistance Coordinator
419-522-5612, ext. 1239
bcameron@aaa5ohio.org

Enclosures
BC/mb

Serving Ashland, Crawford, Huron, Knox, Marion, Morrow, Richland, Seneca and Wyandot Counties

AAA
Staff

MONTH (circle one)				
Sept	Oct	Nov	Dec	Jan
				Feb
				Mar
				Apr

COUNTY (circle one)			
Ashland	Crawford	Huron	
Knox	Marion	Morrow	
Richland	Seneca	Wyandot	

Fill this out for EACH HEAP application given out

	# of miles driven	# of apps given out	# phone contacts
Administration			
Homebound			

Administration means **NO HANDS ON**, use this if you dropped off, or mailed a HEAP application

Homebound means you helped a client **FILL OUT** the application in any setting, here, their home, etc.

Thanks for your help. Any questions, call Bambi Cameron. (X1239) or Laura Baker (X1192)



AREA AGENCY ON AGING

Ohio District 5 | Serving North Central Ohio

**Your local PASSPORT
Administrative Agency...
...and so much more!**

Homemaker ❖ Long-term Care Advocacy
Personal Care ❖ Volunteer Opportunities
Information and Referral ❖ Home Repair
Wellness Programs ❖ Caregiver Support
Transportation ❖ Speaker's Bureau
Home Energy Assistance Program (HEAP)



Contact us today to help keep your
patients safe and happy (at home).

419-524-4144 or 800-860-5799

780 Park Avenue West, Mansfield, OH 44906
www.aaa5ohio.org | OD5@aaa5ohio.org



AREA AGENCY ON AGING

Ohio District 5 | Serving North Central Ohio

780 Park Avenue West, Mansfield, OH 44906 | (419) 524-4144 | 1(800) 860-5799 | Fax (419) 522-9482 | www.aaa5ohio.org

2012-2013 ENERGY ASSISTANCE APPLICATION

The application for the 2012 – 2013 Home Energy Assistance Application (HEAP) is enclosed. The application needs to be mailed in to the Ohio Dept. of Development before the end of April 2013. If you have questions about filling out the application please call 800-860-5799 or 419-524-4144. The following is a list of what you will need in order to fill out the application:

1. Proof of income- if your social security is direct deposit, send in a copy of your bank statement. Your Social Security award letter is also acceptable.
2. Copy of your electric bill.
3. Copy of your heating bill- if you heat with gas send the gas bill or a copy of propane bill, or kerosene, wood, fuel oil, coal.
4. Copy of your birth certificate.
5. Sign your application.
6. Mail it to Columbus (the address is on the back of the application).
7. It will be several months before you receive a letter saying you have been accepted for the program.
8. The credit will show up on your heating bill.

I have also enclosed the Area Agency on Aging brochure, call us with questions about other services we offer.

Bambi Cameron (ext.1239)
Laura Baker (ext.1192)
Care Managers

Serving Ashland, Crawford, Huron, Knox, Marion, Morrow, Richland, Seneca and Wyandot Counties

West Park News



Your Hometown News

DECEMBER, 2012

There will be FREE bus rides by RCT the first 4 Saturdays of December to shopping centers from 10 AM until 4 PM. The drivers will pick you up on Park Avenue West.

Pastor Johnson will here Monday, December 3rd at 2:00 PM for church service and music sing-a-long. Many of you enjoyed this program last month. Pastor Johnson is from Cornerstone Free Will Baptist Church. Please come and meet him!

Nurse Mandy will be here Tuesday, December 4th for a blood pressure reading from 3-4 PM. This will be the only blood pressure nurse coming this month, due to the holidays.

The Mansfield Richland County Library will not be here this month, due to the holidays, as well. They will be back on January, 22nd at 10:30 AM.

Two more new monthly church programs have been scheduled. Reverend Jeremiah Young will be here on Wednesday, December 5th at

3:45 PM with the Children's Ministry of People's Baptist Church. This will be fun for you all to interact with the kids!!!

Reverend Earl Eiklor and his wife, Sharon also will be coming to provide Senior's Ministry (ages 55+) on Wednesday, December 12th at 2:00 PM. Reverend Earl and Sharon are also from People's Baptist Church. Please make all our new volunteers feel welcome!!!

There will be a tree lighting ceremony downtown at the Carrousel on Friday, December 7th at 6 PM. Enjoy Santa, Christmas Caroling, Carriage rides, reindeer and more!

Kim Stover of the OSU Extension Family Nutrition Program will be here on Monday, December 10th from 3-4 PM. Come see what healthy, tasty treats she has in store for you!

Sara Endicott of Mifflin Care Center will be here Monday, December 17th at 2:00 PM, but not for exercise... she has planned a holiday party and

would like to get to know more of you better!!!

West Park's annual Christmas Dinner is scheduled for Tuesday, December 18th at 5:00 PM. A gift exchange will also take place. Anyone who wants to participate needs to purchase a gift costing at least \$10, which can be given to either a male or female. Numbers will be drawn to select gifts randomly.



DECEMBER'S BIRTHDAYS:

<u>Daisy Dudley</u>	<u>12/2</u>
<u>Soncerray Richie</u>	<u>12/2</u>
<u>Earl Simmering</u>	<u>12/3</u>
<u>Garry Ryder</u>	<u>12/7</u>
<u>Frederick Burris</u>	<u>12/14</u>
<u>John Knipp</u>	<u>12/21</u>
<u>Mary Duncan</u>	<u>12/28</u>
<u>Mary Jane Reip</u>	<u>12/30</u>

Laura, the Service Coordinator will be issuing new annual assessments for needs surveys. These help to determine services that will be of benefit to you. These are optional for you to turn in. Also, if you have not met Laura yet and have not consented to her help, she is not required to assist you with services.

If you are a new resident and have not contacted Laura, your name will not

be listed on the monthly birthday's list either.

HEAP Outreach, Friday, December 14th 1-3 PM here at West Park. If you are a new resident or did not sign up for HEAP during the outreach held in July of 2012, please see Laura, the Service Coordinator to get this benefit. You will need a copy of your proof of income, as well as your electric bill.

The monthly Resident Meeting is on December 21st at 2:00 PM. All residents are welcome to attend and share ideas.

The December monthly birthday party will be Wednesday, December 27th at 2:00 PM. All are invited to attend and to enjoy cupcakes provided by management and a sugar-free treat provided by fellow resident, Amanda Marcum.

The annual New Year's Eve Party will be Monday, December 31st from 7 PM until 12:30 AM in the Community Room. Four cards limit on Bingo.





HEAP—HOME ENERGY ASSISTANCE PROGRAM

July 1, 2012- May 31, 2013

The Home Energy Assistance Program is federally-funded through the ***Ohio Development Services Agency's Office of Community Assistance**. Applicants must be at or below 200% of the Federal Poverty Level. The program provides a one- time per heating season benefit applied as a credit on the consumer's utility bill to help them afford the high costs of home heating.

Use only 2012-2013 forms. Discard all old applications. Copies are not acceptable either. The entire application must be completed and signed by the primary applicant.

Birth certificate or other proof of U.S. citizenship must be provided if primary applicant is applying for first time. If on HEAP before, they do not have to send copy of citizenship again. Primary applicant must be age 18 or older.

Copies of proof of income from last 12 months must be sent in with application.—S.S. letter, SSI, SSDI, child support, alimony, wages, self-employment, farm income and net rental income are all countable income. ***Bank statements are now acceptable as proof of income from annuities and pensions.** Incomes from all over age 18 living in the home must be reported. Social Security numbers for ALL living in the home must be included. Excluded income—food stamps value does not have to be included as income. Medicare payments and health insurance premiums can be deducted as long as receipts are provided proving payment. *** Lump sums spent within 90 days are not counted as income.** A complete list of included and excluded incomes can be found at energyhelp.ohio.gov

***If a consumer states that they have no income, they must now provide a Self-Declaration form, which is available from their local Community Action Center.**

- ✚ If on an assistance program, such as food stamps; provide case number.
Renters need to include their landlord's contact information and whether they received rental assistance from the government. Heat CANNOT be included in the rent. Meters for heat and electric CANNOT be shared with another household.
- ✚ If the consumer has had weatherization assistance from any programs in the past 10 years, they must list which program. Renters CAN apply for weatherization.

- ✚ Life Line Program is available for those with incomes at or below 150% of the FPL. They may be eligible for reduced landline telephone service OR a free cell phone, but not both at same time.
- ✚ Medicare box can be checked if the person is Medicare eligible by age 65 or more or because of a disability that entitles them to Medicare.
- ✚ The number of Native Americans in the household only applies to those at least 50% Native American and they must have documentation supporting this.
- ✚ Consumers can check the box to apply for PIPP Plus, but they must be within 150% of the FPL AND they must call their local Community Action Program and make an appointment. A face to face interview is required to sign up for PIPP and to re-verify annually for continued eligibility.

***If applicants were on PIPP Plus and missed payments, they no longer can pay \$50 and get back on; they must now pay all of missed payments first.**

- ✚ Consumer's main heating source company and account number need to be completed. A copy of a recent heating bill must be enclosed. The consumer's electric company name and account number information must be completed, even if their main heating source is not electricity, as utility companies partner together to provide savings.
- ✚ **Missing documents will result in the application being sent back to the consumer.**
- ✚ The Winter Crisis Program runs from November 1, 2012-March 31, 2013. It is for those with a shut off notice. Please refer consumers to their local Community Action Program, as we only assist with regular HEAP.
- ✚ Each time you give out an application a tracking form needs to be completed with your name, the county in which the consumer lives, the month, miles driven, the number of applications given and the number of phone contacts.*Please note: all applications you hand out in person or help the consumer complete are considered homebound. Administration applies only if you hand out a stack of applications.
- ✚ Tracking sheets are available at the front desk area of the corporate building, the supply room, C 48, and the Annex. Turn in the tracking sheets to your supervisor by the last day of each month.

Mail Completed and Signed Applications to:

HEAP

P.O. Box 1240

Columbus, Ohio 43216

Consumers have until May 31, 2013 to have their mailed applications received in Columbus. Call HEAP toll-free at (800) 282-0880

Contact Laura Baker at ext. 1192 or Bambi Cameron at ext. 1239 for further questions you might have.

*Denotes Changes applicable for the 2012-2013 year.

Necessary HEAP Documents

1. Birth Certificate—Proof of U.S. Citizenship. Need a copy to send with application-primary applicant only. If you were on HEAP before; you do not have to send birth certificate every year.
2. Proof of income from last 12 months --either a S.S. letter, bank statement, SSI, SSDI, retirement, child support, alimony, and employment disability, wages, self employment and net rental income are all countable income. Copies need to be sent in with application. Incomes from all over age 18 living in the home must be reported.
3. Social Security numbers of ALL living in the home.
4. Proof of disability, if any—provide copy of doctor's statement, etc.,
5. If on an assistance program, such as food stamps, include case number on application.
6. Copy of your electric bill and your primary heating source, gas, propane, kerosene, wood, fuel oil or coal.
7. All applications must be signed by primary applicant.
8. Mail application to address in Columbus before May 31, 2012.
9. The one- time credit per year will show up on your heating bill. It will be several months from the time you submitted application. A letter will be mailed to you stating that you have been accepted for the program prior to receiving the credit.
10. The status of the application and the benefit amount can also be checked at www.ohio.gov with the person's last name, last four digits of their Social Security number and zip code entered.

The Home Energy Assistance Program (HEAP)

The program is designed to help eligible Ohioans with limited income meet the high costs of home heating. It is income based not age based; applicant must meet income guidelines, and have bill in applicants' name. Both homeowners and renters, who pay their utility bills, may be eligible for assistance through The Home Energy Assistance Program. It is a one-time credit that is applied towards any source of energy that heats your home (Natural gas, propane, fuel oil, electric and wood). Households with elderly or disabled members may qualify for a larger amount of assistance. The HEAP program will run through May 2013. A special component of the Home Energy Assistance program is the Winter Crisis Program (WCP) or Emergency HEAP. The WCP assists eligible households that are disconnected, threatened with disconnection, or have less than a ten-day supply of bulk fuel. It is administered by your local Community Action Agency. You must complete an application at the Community Action. You will need to call, and schedule an appointment. Applications for the WCP will be accepted Nov. 1st through March 31 2013 at your local Community Action.

Home Energy Assistance Outreach

HEAP applications along with one to one assistance will be available on _____
in the _____ from 1:00-3:00 pm.

Please bring the following information:

- Proof of citizenship: birth certificate, baptismal record, U.S. passport.
- Proof of income for everyone living in your household.
- Copy of a recent fuel or heating bill; such as, fuel oil propane, natural gas, and copy of a recent electric bill.
- Proof of disability, if anyone in the household is disabled, you may be eligible for a larger benefit; to be eligible for this benefit, you must submit proof of disability, but need not disclose the nature of the disability. Proof includes a doctor's statement, benefits letters for Supplemental Security Income, Social Security Disability, and Worker's Compensation.

HOME ENERGY ASSISTANCE PROGRAMS

Eligible low-income
Ohioans can get help with
Utility Bills (HEAP)

For details or a HEAP
application call the
Consumer Assistance Unit

at 419-524-4144
or 800-860-5799

Mon.-Fri. 9 a.m.-5 p.m.

Those 60 & over can
get in-home assistance
with the application



AREA AGENCY ON AGING

Ohio District 5 | Serving North Central Ohio

780 Park Avenue West, Mansfield, Ohio

www.aaa5ohio.org

HOME ENERGY ASSISTANCE PROGRAMS

Eligible low-income
Ohioans can get help with
Utility Bills (HEAP)

New Income guidelines
for 2012-2013

Size of Household	Gross Income
1	up to \$22,340
2	up to \$30,260
3	up to \$38,180
4	up to \$46,100

For households with
additional members,
add \$7,920 per member

For details
or a
HEAP
application
call the
Consumer
Assistance Unit
at
419-524-4144
or toll free at
800-860-5799

Mon.-Fri. 9 a.m.-5 p.m.
Those 60 & over can
get in-home assistance
with the application



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www.aaa5ohio.org

Richland County Project Lifesaver

Wandering may be afflicted to persons due to diagnosis such as Alzheimer's, Autism, Down Syndrome, or Developmental Disorders. *Do you know an individual who is at risk of wandering?*



There is help available in Richland County...

- ✓ A Public Safety Program designed to protect and locate missing persons due to a diagnosis of wandering.
- ✓ The Richland County Project Lifesaver program places personalized radio transmitters on identified persons with ARMD who may wander away from the safety of their homes.
- ✓ These transmitters assist caregivers and Richland County Sheriff's Offices in locating those persons in a much shorter period of time.
- ✓ Local emergency teams respond to calls resulting in an average rescue time of less than 30 minutes.

If you or someone you know would benefit from this Public Safety Program, contact the Ohio District 5 Area Agency on Aging, Jack Koschnick, at 419-522-5612 ext 1187 for more information.

This service has been developed in cooperation with Lions Clubs, Lioness, Richland County Sheriff's Office, Ohio District 5 Area Agency on Aging and the Alzheimer Disease and Related Disorders Association - Northwest Ohio Chapter New Hope.

Higher Education Grants & Scholarship Opportunities Available

The AAA announces the availability of six (6) \$1,000 Grants and one (1) \$2,500 Scholarship for individuals pursuing higher education. Grants and Scholarship are made possible through revenues from sponsorships for the Area Agency on Aging Annual Meeting.

Grant applications will be accepted from anyone age 18 and over. Scholarship applicants must have at least a sophomore status in an accredited technical school, college or university for the 2013/2014 academic year.

For additional guidelines and application forms, visit the Area Agency on Aging website at www.aaa5ohio.org. Deadline for all applications is April 1, 2013.

HOME ENERGY ASSISTANCE PROGRAMS

Eligible low-income Ohioans can get help with Utility Bills (HEAP)

For details or a HEAP application call the Consumer Assistance Unit

at 419-524-4144 or 800-860-5799

Mon.-Fri. 9 a.m.-5 p.m.

*Those 60 & over can get in-home assistance with the application



780 Park Avenue West, Mansfield, Ohio
www.aaa5ohio.org

This is a summary for document: SBIZHUB FRO12123115140.tif

Generated by: PSA5\apersky on: 5/7/2013 8:23:31 AM

PROFILE FIELD INFORMATION OF PARENT DOCUMENT

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Document Title: SBIZHUB FRO12123115140.tif

File Name: SBIZHUB FRO12123115140.tif

File Directory: .\Files\5201-PERSKY\C\$\Documents and Settings\apersky\Local Settings\Temp

File Size: 163879

File Format: 16

File Date: 12/31/2012 2:11:50 PM

Folder Title: SBIZHUB FRO12123115140.tif

Declared Record: 0

Document Type:

Vendor: Fostoria Focus

Year: 2013

Funding:

Month: January

RFF Status: Approved

Date:

Client Name:

Comments: approved 121112 br

Approved JHH 12/11/12

Check Number: 031580

Fostoria Focus
 112 N. Main St.
 Fostoria, OH 44830

Ohio District 5 Area Agency on Aging
 P.O. Box 1978
 780 Park Ave. West
 Mansfield, OH 44901

Transaction Period: 12/1/2012 - 12/31/2012

Advertiser Number: 2590
 Billing Date: 12/31/2012
 Due Date: 1/25/2013
Amount Due: \$63.00
 Amount Enclosed: _____

STATEMENT

Ohio District 5 Area Agency on Aging				12/31/2012
Date	Ref No.	Transaction	Details	Credit
Balance Forward:				\$0.00
12/31/2012	6812	Invoice		
		12/16/2012 FF	2 x 3 Display: Display ad: HEAP	\$63.00

Ohio District 5 Area Agency on Aging		AGING					Balance Forward:	\$0.00
Advertiser No:	2590	Current	1 - 30	31 - 60	61 - 90	91+	Debits:	\$63.00
No. of TearSheets:	1	\$63.00	\$0.00	\$0.00	\$0.00	\$0.00	Credits:	\$0.00
							Amount Due:	\$63.00

Please make checks payable to: Fostoria Focus
 We also accept Visa, Mastercard, Discover and American Express
 Please remit your payment with the top portion of your statement.
 For billing questions or to make a payment call our office at 419-435-6397.
 Thank you

Ohio District 5 Area Agency on Aging, Inc.
 Unposted General Ledger Transactions
 03FOSFOC - Fostona Focus
 01AP2437 - ALCH-FOST FOC

1/4/2013
 Approved by Kim Mercer

Document Number	Document Date	Due Date	Effective Date	Document Amount	Transaction Description	Fund Code	GL Code	Ser. Code	Obj. Code	Mo. ID Code	Debit	Credit
6812	12/26/2013	12/26/2013	12/26/2013	63.00	FOST FOC-HEAP AD-# 2590	53	2000					63.00
6812	12/26/2013	12/26/2013	12/26/2013	63.00	FOST FOC-HEAP AD-# 2590	53	6120	10	10	12	63.00	
Total 6812	12/26/2013			63.00							63.00	63.00
Report Total											63.00	63.00

Ohio District 5 Area Agency on Aging, Inc.

Payee Fostoria Focus
Vendor ID 03FOSFOC

Account #:

031580
01/11/2013

Invoice	Description	Discount	Amount
6812	POST FOC-HEAP AD-# 2590	0.00	63.00
Electronic Payment Notification			
Total :			\$63.00

Ohio District 5 Area Agency on Aging, Inc.
780 Park Ave W
Mansfield, OH 44906

Electronic Payment Notification

Fostoria Focus
112 N. Main St.
Fostoria, OH 44830

VOID

Payee
Vendor ID

Account #:

031580
01/11/2013

Invoice	Description	Discount	Amount
6812	POST FOC-HEAP AD-# 2590	0.00	63.00
Electronic Payment Notification			
Total :			\$63.00

Ohio Department of Aging
 Energy Assistance Outreach
 September 2012- April 2013

	Miles Adm.	Miles client	App. Central	App Client	Phone Adm	Phone Client	Asst. Cen.	Asst H.B.	Pres. Held	# attend	Print	Broad-cast*	Posters	trained
PSA 1														
Butler	0	25	3	293	3	295	179	40	0	0	0	0	0	0
Clermont	140	314	24	150	22	227	36	162	0	0	0	0	0	0
Clinton	0	0	360	33	1	33	99	33	0	0	0	0	0	0
Hamilton	123	54	357	481	19	6	37	184	15	611	0	0	0	0
Warren	0	184	152	42	43	152	29	42	1	25	0	0	0	0
Totals	263	577	896	999	88	713	380	461	16	636	0	0	0	0
PSA 2														
Champaign	186	25	316	0	0	0	89	2	5	60	36	0	35	0
Clark	118	13	213	22	38	128	118	4	0	0	6	0	0	0
Darke	0	4	119	4	18	0	2	0	1	20	0	0	8	0
Greene	334	51	111	57	3	43	56	30	2	160	36	1	409	18
Logan	116	152	304	1	6	0	108	6	4	50	27	7	40	0
Miami	0	0	132	3	11	3	1	0	1	10	0	0	3	0
Montgomery	126	0	298	0	226	0	97	0	0	0	0	0	10	0
Preble	53	0	133	0	92	0	71	0	0	0	9	121	4	0
Shelby	0	0	133	0	15	0	3	0	1	5	0	0	5	0
Totals	933	245	1,759	87	409	174	545	42	14	305	114	129	514	18
PSA 3														
Allen	91	15	283	329	0	52	66	64	0	0	3	0	5	0
Auglaize	0	78	168	96	0	1	80	2	0	0	0	0	20	0
Hancock	26	37	159	68	36	11	31	7	0	0	2	54	5	0
Hardin	420	104	329	566	5	18	15	14	0	0	2	0	8	0
Mercer	0	0	100	14	0	0	0	0	0	0	0	0	5	0
Putnam	0	67	106	72	24	73	0	26	0	0	0	0	5	8
Van Wert	28	13	204	35	2	27	82	1	3	81	7	70	34	0
Totals	564	313	1,349	1,180	67	182	274	114	3	81	14	124	82	8

Ohio Department of Aging
 Energy Assistance Outreach
 September 2012- April 2013

	Miles Adm.	Miles client	App. Central	App Client	Phone Adm	Phone Client	Asst. Cen.	Asst H.B.	Pres. Held	# attend	Print	Broad-cast*	Posters	trained
PSA 4														
Defiance	0	0	266	0	0	0	0	0	0	0	0	0	26	0
Erie	0	0	401	68	0	0	1	1	1	55	0	0	32	0
Fulton	0	0	497	0	0	0	0	0	0	0	0	0	36	0
Henry	0	0	296	50	0	0	0	0	0	0	0	0	23	0
Lucas	350	0	9,657	666	0	70	71	192	34	2,765	9	0	406	3
Ottawa	0	0	289	0	0	0	0	0	0	0	0	0	27	0
Paulding	0	0	142	0	0	0	0	0	0	0	0	0	16	0
Sandusky	0	0	294	0	0	0	0	0	0	0	0	0	28	0
Williams	0	0	354	0	0	0	0	0	0	0	0	0	28	0
Wood	0	0	455	0	0	0	0	0	0	0	0	0	43	0
Totals	350	0	12,651	784	0	70	71	193	35	2,820	9	0	665	3
PSA 5														
Ashland	0	84	166	69	2	11	166	69	0	0	3	1	0	0
Crawford	0	0	202	49	0	7	202	49	0	0	3	1	1	0
Huron	0	222	172	84	0	10	172	84	0	0	3	1	0	0
Knox	61	105	215	60	3	8	215	60	0	0	6	1	0	0
Marion	0	238	152	247	1	23	152	247	0	0	2	1	4	0
Morrow	0	42	158	127	2	9	158	127	0	0	4	1	0	0
Richland	46	204	744	205	12	82	744	205	8	745	7	1	1	75
Seneca	79	422	284	185	4	16	284	185	0	0	3	1	0	0
Wyandot	0	40	67	53	0	5	67	53	0	0	1	1	0	0
Totals	186	1,357	2,160	1,079	24	171	2,160	1,079	8	745	32	9	6	75
PSA 6														
Delaware	0	205	983	3	9	10	1	3	7	137	10	19	0	14
Fairfield	963	0	465	0	9	0	11	0	13	400	17	159	26	4
Fayette	0	0	650	0	0	0	134	0	9	365	2	3	0	0
Franklin	104	0	514	0	0	0	46	0	9	130	1	0	0	1
Licking	0	0	287	0	0	0	16	0	3	37	0	0	6	0
Madison	25	0	341	0	6	0	23	0	3	43	4	1	12	0
Pickaway	0	0	38	337	17	0	15	0	5	30	7	3	2	0
Union	15	12	368	2	1	2	3	1	5	427	8	0	0	0
Totals	1,107	217	3,646	342	42	12	249	4	54	1,569	49	185	46	19

Ohio Department of Aging
 Energy Assistance Outreach
 September 2012 - April 2013

	Miles Adm.	Miles client	App. Central	App Client	Phone Adm	Phone Client	Asst. Cen.	Asst H.B.	Pres. Held	# attend	Print	Broad-cast*	Posters	trained
PSA 7														
Adams	112	1	59	2	74	79	124	4	10	47	76	30	3	0
Brown	0	11	0	36	0	27	15	21	0	0	2	0	0	0
Gallia	300	0	77	65	6	49	36	46	0	0	2	5	12	10
Highland	111	471	710	35	882	41	878	35	4	67	6	9	33	2
Jackson	487	0	109	66	29	65	98	66	3	40	24	110	13	5
Lawrence	271	4	365	30	108	56	34	30	35	454	214	214	3	0
Pike	0	682	2,000	0	9,750	15	1,917	36	4	48	30	3	156	9
Ross	0	0	42	0	35	0	23	0	0	0	5	6	6	0
Scioto	1,398	555	142	12	224	44	120	39	72	1,491	11	11	0	0
Vinton	0	186	50	280	3	157	0	95	0	0	22	0	2	4
Totals	2,679	1,909	3,554	526	11,111	533	3,245	372	128	2,147	392	388	228	30
PSA 8														
Athens	0	0	0	0	0	0	0	205	2	32	0	0	0	0
Hocking	0	0	0	0	0	0	0	87	1	22	0	0	0	0
Meigs	0	0	0	0	0	0	0	120	1	25	0	0	0	0
Monroe	0	0	0	0	0	0	0	63	3	98	0	0	0	0
Morgan	0	0	0	0	0	0	0	42	0	0	0	0	0	0
Noble	0	0	0	0	0	0	0	29	1	61	0	0	0	0
Perry	0	0	0	0	0	0	0	135	0	0	0	0	0	0
Washington	0	0	0	0	0	0	0	271	4	64	0	0	0	0
Totals	0	0	0	0	0	0	0	952	12	302	0	0	0	0
PSA 9														
Belmont	51	0	260	32	148	37	72	1	0	6	53	45	226	0
Carroll	0	92	1	75	0	97	0	161	5	32	31	44	0	1
Coshocton	93	145	25	7	62	12	44	6	0	0	71	40	289	1
Guernsey	0	266	137	100	21	21	4	42	6	136	22	10	2	0
Harrison	0	0	27	7	99	9	29	2	0	0	34	588	0	0
Holmes	0	2	43	26	34	22	53	5	4	52	38	10	8	2
Jefferson	0	149	10	21	2	21	1	0	0	0	18	16	38	0
Muskingum	0	25	93	31	12	12	51	3	1	0	49	40	4	24
Tuscarawas	105	0	146	28	2	58	52	6	3	1	73	84	6	10
Totals	249	679	742	327	380	289	306	226	19	227	389	877	573	38

Ohio Department of Aging
 Energy Assistance Outreach
 September 2012- April 2013

	Miles Adm.	Miles client	App. Central	App Client	Phone Adm	Phone Client	Asst. Cen.	Asst H.B.	Pres. Held	# attend	Print	Broad-cast*	Posters	trained
PSA 10A														
Cuyahoga	239	1,836	4,313	6,289	248	290	274	132	64	649	10	1	27	0
Geauga	285	65	629	87	2	34	69	47	20	422	4	0	8	3
Lake	404	199	367	134	103	176	83	163	18	296	18	7	83	1
Lorain	2	8	367	27	54	21	53	9	1	14	5	0	8	3
Medina	0	0	129	47	0	1	17	1	0	0	0	0	5	5
Totals	930	2,108	5,805	6,584	407	522	496	352	103	1,381	37	8	131	12
PSA 10B														
Portage	0	0	0	290	0	50	0	29	1	40	0	0	0	0
Stark	0	0	30	1,080	0	173	0	122	14	1,372	75	0	0	0
Summit	0	0	0	1,804	0	127	0	111	16	2,289	45	0	0	0
Wayne	50	0	50	227	0	10	0	15	1	380	0	0	0	0
Totals	50	0	80	3,401	0	360	0	277	32	4,081	120	0	0	0
PSA XI														
Ashtabula	129	261	238	5	110	0	54	28	1	0	3	0	0	0
Columbiana	0	313	0	31	110	0	110	0	6	0	6	0	0	3
Mahoning	88	489	18	69	60	43	48	20	30	398	92	0	0	0
Trumbull	117	91	41	9	14	0	17	0	1	50	22	1	2	2
Totals	334	1,154	297	114	294	43	229	48	38	448	123	1	2	5
Statewide	7,646	8,560	32,939	15,423	12,822	3,069	7,955	4,120	462	14,742	1,279	1,721	2,247	208



Advocacy. Assistance. Answers on Aging.

May 29, 2013

To: Janet Hofmann
Program Administrator

From: Smith Crafton
HEAP Outreach Coordinator

Re: 2012/13 Final Heap Report

The Western Reserve Area Agency on Aging (WRAAA) is pleased to provide this summary of our 2012/13 HEAP Outreach program.

The HEAP Outreach grant was fully utilized. The five County Offices on Aging staff depended on this funding to effectively and efficiently assist 848 seniors with the HEAP application process.

WRAAA worked to implement the HEAP outreach plan through existing organizational networks and partnerships. The five County Offices on Aging (Cuyahoga, Geauga, Lake, Lorain Medina) were the main sites serving their county through HEAP program education, outreach, and one-on-one assistance, both in the home and at central locations. These agencies were able to integrate HEAP outreach and assistance into their existing work serving their target and priority populations of persons 60+ and/or with a disability through other Title III programs, PASSPORT, and other in-home services.

One key example of this integration was the Benefits Assistance service of the Aging and Disability Resource Network, which is coordinated by WRAAA. This service provides specialized benefits education and assistance through outreach events, in-home visits, and application assistance by phone including follow-up and application tracking activities. Promoting HEAP outreach and assistance through these activities was a strategic way to provide multiple economic supports seamlessly. All five county offices on aging, plus the City of Cleveland Department on Aging and LEAP) are functioning Aging and Disability Resource Centers. There are also four Benefits Enrollment Centers in Cleveland which serve special populations (60+, adults with disabilities, limited English proficiency, and those in poverty) as sources for HEAP information, assistance, coordination, and referrals. These agencies are ASIA, Inc., Benjamin Rose Institute on Aging, Fairhill Partners, and MetroHealth Senior Wellness Center.

Summary of partner's local activities:

Cuyahoga County

The Cuyahoga County Department of Senior and Adult Services (DSAS) reached a larger number of seniors and adults with disabilities, focusing on the geographic area outside of the City of Cleveland. One way they served such a large area was through presentations and interactions at a variety of locations, including senior centers, libraries, churches, other social service agencies, civic/social groups, senior residential facilities, health centers, resource fairs, and health and wellness expos. They held presentations at 64 events to 649 in attendance.

They also increased awareness of the program and the assistance they could provide through ads or write-ups in senior center newsletters, community and residential news bulletins, posters, flyers offering HEAP application assistance sent to senior service agencies or centers, and postings on city websites.

DSAS distributed a total of 10,602 applications at their presentations, and at central locations. DSAS has invaluable expertise serving the diverse population of the urban neighborhoods and inner-ring suburbs.

Knowledgeable staff members then went to the places where the seniors live and congregate. The talented HEAP outreach and support team is supervised by Danette Allums. Day-to-day outreach activities were coordinated by the experienced and dedicated Betty Morgan.

Geauga County

The HEAP program and the availability of application assistance were featured each month in the October through April issues of the *Geauga Senior News*, which reaches approximately 6,000 households with older adults throughout this rural county. These issues are mailed in the previous month, so the information was read by consumers beginning in the months of September through March.

Geauga distributed 394 applications this year. They operate senior centers at five locations throughout Geauga County.

Most of the HEAP application assistance took place at the Multi-Purpose Senior Center in Chardon. The Geauga Department on Aging arranges transportation for those who need a ride. The office's In-Home Supervisor also provided assistance for nine homebound individuals.

The HEAP outreach activities of 2012/13 were efficiently coordinated by Chris Anspach, the Fiscal Officer for the Geauga County Department on Aging.

Lake County

The Lake County Council on Aging (LCCOA) has been providing HEAP outreach and assistance for many years and their experience doing so is vital to the county which they serve. Not only is HEAP Outreach and Assistance conducted as a natural extension of their information and assistance, supportive service and case management activities, but they also implement a strategic and wide-ranging effort to educate the community about the program and offer their assistance. They interacted with seniors at their 5 congregate nutrition sites. They cover both the suburban and rural areas of Lake County.

They held 20 outreach events with 422 people in attendance. LCCOA used specifically-designed HEAP information sheets and posters at events including presentations at their Annual Medicare Open Enrollment sessions at senior centers and libraries, health fairs, senior fairs, retirement clubs, professional network events, and other community presentations. They also posted a resource specialist at least once a month at various senior centers to provide in-person information and assistance.

LCCOA does an especially good job in providing information through all available networks, including online, which is sometimes the only accessible source for the homebound. LCCOA's website housed information about HEAP, as did their Facebook page. Print and other media sources used included ads in the senior-focused *Bridge* news, *The Mentor Patch* online newspaper, and one paid advertisement each month December-March in the *News Herald*.

The team is led by Alyea Barajas, the Aging and Disability Resource Center manager. LCCOA has an established reputation throughout the county as the place where 'One Call Does It All'. The phone is answered by a friendly, knowledgeable person who ensures that the caller is quickly connected with a Case Manager or Resource Specialist. All LCCOA Case Managers and Resource Specialists were trained in HEAP.

In all, LCCOA provided professional one-on-one assistance to 116 older adults.

Lorain County

HEAP outreach activities at the Lorain County Office on Aging consisted of community presentations to senior groups, such as bowling leagues, senior housing tenant's organizations, congregate meal sites and book clubs. They made presentations at 18 events, to a total audience of 296 individuals. 83 HEAP posters were posted at many of the social services agencies in the county as well as some grocery stores and pharmacies, with their permission. The LCOA distributed 501 HEAP applications, many at senior centers, senior housing units, and mobile home parks in the area. HEAP was advertised heavily in *The Senior Years* newspaper, which currently reaches more than 8,000 seniors in

Lorain County. Other print ads were included in the *Morning Journal*, *The Chronicle Telegram*, *Rural Urban*, and *Avon Lake Press*.

Clients were encouraged to call the Benefits Specialist at the Lorain County Office on Aging regarding the program. At an individual level, clients were mailed the application and further assistance with completing and submitting was provided to clients by a Benefits Specialist, if needed. One-on-one, in-person assistance was provided at client's request both in home and in the community. Staff traveled extensively throughout the county to provide assistance to 163 homebound individuals.

The HEAP Outreach program is coordinated by Lorain County Office on Aging's Benefits Specialist, Lauren Burgess.

Medina County

The Medina County Office for Older Adults' HEAP outreach was conducted throughout the county at sites and events where they have developed strong working relationships. These included senior nutrition sites, senior housing complexes, health fairs, senior events, and food distribution sites. Articles were put in the Senior Living Section of the *Medina Gazette* and the *Helping Hands* publication.

The Medina County Office for Older Adults was well equipped to disseminate information, provide assistance, and follow-up on the completion of applications and confirmation of receipt of HEAP funds. They are known as a trusted source in the community and their reputation for providing a variety of services and personalized assistance both in-home and in the community is growing. Their Outreach and ADRC departments distributed 176 applications and assisted 18 seniors and adults with disabilities in the completion of HEAP

The agency's HEAP Outreach program was coordinated by the compassionate and hard-working, Therese Reymann-Kerns, former ADRC manager.

WRAAA

Callers contacting WRAAA directly were referred to our ADRC I&A Specialists. They answered questions, and referred to the appropriate agency when hands-on HEAP application assistance was needed. Approximately 150 applications were provided to consumers in tailored information packets provided by the Resource Center and Family Caregiver programs.

If you have any questions related to WRAAA's 2012/13 HEAP Outreach program, please contact me at (216) 621-0303 ext. 1128.

Attachments:

Supporting documentation for HEAP Outreach activities in Cuyahoga, Lake, Lorain, and Medina Counties

AREA AGENCY ON AGING DISTRICT 7, INC.

HEAP FINAL REPORT

2012-2013

I. IN-HOME ASSISTANCE

In-home assistance was provided by nine subcontractors to individuals that were age 60+ and those with disabilities. This included: Adams County Senior Citizens Center (Adams County), Brown County Senior Citizens Center (Brown County), Retired Senior Volunteer Program/COAD of Athens (Gallia County and Jackson County), Highland County Community Action (Highland County), Ironton-Lawrence County Community Action (Lawrence County), Pike County Community Action (Pike County), Ross County Committee for Elderly (Ross County), United Scioto Senior Activities (Scioto County) and Vinton County Senior Citizens (Vinton County). AAA7 has always emphasized the importance of HEAP sub-contractors making individuals aware that in-home assistance is available and provided when needed. In addition, the AAA7 Homecare Division and Community Services Division staff also assisted clients with in-home assistance.

Several sub-contractors were also successful in working with other home health service providers in their counties to target home-bound clients, including senior meal providers, home health agencies, health departments, job and family services, senior apartment managers, and hospice providers. Applications and/or flyers were provided to home-delivered meal clients and others getting in-home services.

II. ONE-TO-ONE ASSISTANCE

One-to-one assistance was provided by our sub-contractors as stated in the AAA7 2012-2013 HEAP Outreach Proposal. This included staff and/or volunteers assisting clients by telephone, networking with area in-home care service providers to identify possible clients, assisting clients with applications, verifying income eligibility, verifying accuracy of applications completed by clients, photocopying and mailing documents, and obtaining township printouts of residents to identify potential clients. Many of the sub-contractors also instituted a telephone call follow-up to make sure all questions were answered and that the consumer had mailed their application.

III. CENTRAL LOCATIONS

Clients were assisted at central locations as stated in the AAA7 HEAP Outreach Proposal. Specifically: community buildings, nutrition sites, department stores, grocery stores, pharmacies, homeless shelters, senior club meetings, senior

apartment complexes, and libraries. Information, posters, and fliers were distributed at post offices, department stores, gas stations, convenience stores, pharmacies, laundromats, restaurants, medical facilities, churches, human service agencies, senior centers, libraries, university sites, financial institutions and government buildings. In one county, the local Kroger placed fliers in their grocery bags for one month.

Community presentations were given at Help Me Grow Play dates, Family and Children First meetings, health days, “Make a Difference” days and senior centers/clubs.

In many counties, there were successful coordinated efforts with our sub-contractors and the county Emergency HEAP providers.

IV. PRINT AND BROADCAST MEDIA USED

Our HEAP sub-contractors did a good job publicizing the HEAP program and making eligible clients aware of this program. Media used included: senior center newsletters, newspapers, radio, and local TV cable access.

Media used included the following:

Newspapers:

- 1) The People’s Defender (Adams County)
- 2) The Manchester Signal (Adams County)
- 3) The Brown County Press (Brown County)
- 4) The News-Democrat (Brown County)
- 5) The Ripley Bee (Brown County)
- 6) The Gallipolis Daily Tribune (Gallia County)
- 7) The Press (Highland County)
- 8) The Times Gazette (Highland County)
- 9) The Jackson County Telegram (Jackson County)
- 10) The Ironton Tribune (Lawrence County)
- 11) The Herald Dispatch (Lawrence County)
- 12) The Waverly News-Watchman (Pike County)
- 13) The Market Place (Pike County)
- 14) The Ross County Chillicothe Gazette (Ross County)
- 15) The Ross County Advertiser (Ross County)
- 16) The Portsmouth Daily Times (Scioto County)
- 17) The Community Common (Scioto County)
- 18) The Vinton County Courier (Vinton County)
- 19) The Jackson County Telegram (Vinton County)

Radio Stations:

- 1) WRAC (Adams County)
- 2) WAXZ (Brown County)
- 3) WSRW and WVNU (Highland County)
- 4) WKOV, WCJO and WJLI (Jackson County)
- 5) WXIC/WXIZ (Pike County)
- 6) WBEX-WKKJ and B94 (Ross County)
- 7) WPAY and WNXT (Scioto County)

Public Access Channels in the following counties: Highland, Jackson, Lawrence, Pike, and Ross. The provider in Highland County partnered with their local village school broadcast media course to present a television show on the local public access channel.

Information was also included in all of the senior citizen center newsletters every month.

V. MONITORING AND REPORTING

Monthly monitoring and reporting took place as stated in the AAA7 HEAP Outreach Proposal. We have instituted a procedure that the providers e-mail their activity and funds requests to AAA7. This procedure is efficient and works well with our HEAP providers.

APPENDIX G

Randall Hunt, Office of Community Assistance

2014 Ohio State Plan

Income Definitions for HEAP Eligibility

Low-Income Home Energy Assistance Program

Household income is defined as the total annual gross income before taxes (minus exclusions) of all household members, except earned income of dependent minors under 18 years of age. Head of household and spouse may never be considered minors. Gross household income includes wages, interest, dividends, annuities and pensions. Additional sources that HEAP defines as income include, but are not limited to the following:

Countable Income:

- Active Military Pay (Basic pay)
- Adoption Assistance
- Alimony
- Capital Gains – (Example: Proceeds from sale of property, home and stock)
- Cash Gifts
- Child Support Received
- Company Disability and Black Lung
- Estate and Trust Settlements (excluding attorney fees)
- Garnished Wages, including those involved with Bankruptcy Gross wages – If the utilities bills are part of an on-going bankruptcy, the household may NOT be assisted.
- Immigrant Relocation Allowance
- Grant/Training Stipends (excluding amounts for book and fees)
- Interest earned from Savings Accounts and/or money withdrawn from Individual Retirement Accounts (IRA)
- Lump Sum Distribution
- Odd Jobs
- Railroad Pensions
- Retirement and/or Company Pensions
- Social Security, Supplemental Security Income (SSI) and Social Security Disability (SSDI)
- Strike Benefits
- Temporary Assistance to Needy Families/Disability Assistance (TANF/DA)
- Unearned income paid to or on the behalf of minors
- Unemployment Benefits
- Utility Allowances (as discretionary income)
- Veteran's Benefits (Pensions and Compensation)
- Workers' Compensation

Excluded Household Income:

- Agent Orange Compensation/Benefit
- Assets from bank withdrawals
- Attorney's fees for Estate and Trust Settlements
- *Child Support Paid
- FEMA – Cash Payments
- Food Stamps/Cash Payment for food stamps
- *Funds/training stipends designated for specific purposes (i.e., educational grants for tuition and/or books – NOT living expenses)
- Handicapped Income – self-sufficiency programs (e.g., work expenses for the blind)
- *Health Insurance premiums (dental, vision and health insurance, supplemental health insurance)
- Income earned by dependent minors less than 18 years of age
- Loans from individuals or institutions requiring repayment of either principal or principal and interest
- Medicare Payments, Medicaid Spend-Down
- *Military Allowances for Subsistence, Housing, Family Separation, etc.
- Prevention, Retention, and Contingency (PRC) – assistance to attempt to divert families from long term financial dependency
- Stipend for Foster Care
- Tax refunds and rebates, Earned Income Tax Credits (EITC)
- Title III Disaster Relief Emergency Assistance Program (DREAP)
- Title V Wages – Older Americans' Act (Public Law 100-175)
- Transportation Allowances (i.e., Workforce Investment Act (WIA), Job Training Partnership Act (JTPA), Workfare)
- Work Allowances (i.e., Learning Earning and Parenting (LEAP)
- Volunteers In Services To America (VISTA) or other Americorp Stipends

***These exclusions require documentation**

APPENDIX H

Randall Hunt, Office of Community Assistance

2014 Ohio State Plan

LIHEAP Benefit Matrix

HEAP TABLE 2B: 6% INCREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

1.0600

0.0600

PERCENT OF POVERTY	GAS/ELEC 0.6322	GAS/ELEC WEIGHTED	PROPANE 0.9414	PROPANE WEIGHTED	OIL/KERO 0.9414	OIL/KERO WEIGHTED	COAL/WOOD 0.7061	COAL/WOOD WEIGHTED
50	\$304	\$426	\$453	\$634	\$453	\$634	\$340	\$476
51	\$303	\$424	\$451	\$631	\$451	\$631	\$338	\$473
52	\$301	\$422	\$449	\$628	\$449	\$628	\$336	\$471
53	\$300	\$420	\$446	\$625	\$446	\$625	\$335	\$469
54	\$298	\$418	\$444	\$622	\$444	\$622	\$333	\$466
55	\$297	\$415	\$442	\$619	\$442	\$619	\$331	\$464
56	\$295	\$413	\$440	\$615	\$440	\$615	\$330	\$462
57	\$294	\$411	\$437	\$612	\$437	\$612	\$328	\$459
58	\$292	\$409	\$435	\$609	\$435	\$609	\$326	\$457
59	\$291	\$407	\$433	\$606	\$433	\$606	\$325	\$454
60	\$289	\$405	\$430	\$603	\$430	\$603	\$323	\$452
61	\$288	\$403	\$428	\$600	\$428	\$600	\$321	\$450
62	\$286	\$400	\$426	\$596	\$426	\$596	\$319	\$447
63	\$285	\$398	\$424	\$593	\$424	\$593	\$318	\$445
64	\$283	\$396	\$421	\$590	\$421	\$590	\$316	\$443
65	\$281	\$394	\$419	\$587	\$419	\$587	\$314	\$440
66	\$280	\$392	\$417	\$584	\$417	\$584	\$313	\$438
67	\$278	\$390	\$415	\$580	\$415	\$580	\$311	\$435
68	\$277	\$388	\$412	\$577	\$412	\$577	\$309	\$433
69	\$275	\$386	\$410	\$574	\$410	\$574	\$308	\$431
70	\$274	\$383	\$408	\$571	\$408	\$571	\$306	\$428
71	\$272	\$381	\$406	\$568	\$406	\$568	\$304	\$426
72	\$271	\$379	\$403	\$565	\$403	\$565	\$302	\$423
73	\$269	\$377	\$401	\$561	\$401	\$561	\$301	\$421
74	\$268	\$375	\$399	\$558	\$399	\$558	\$299	\$419
75	\$266	\$373	\$397	\$555	\$397	\$555	\$297	\$416
76	\$265	\$371	\$394	\$552	\$394	\$552	\$296	\$414
77	\$263	\$369	\$392	\$549	\$392	\$549	\$294	\$412
78	\$262	\$366	\$390	\$546	\$390	\$546	\$292	\$409
79	\$260	\$364	\$387	\$542	\$387	\$542	\$291	\$407
80	\$259	\$362	\$385	\$539	\$385	\$539	\$289	\$404
81	\$257	\$360	\$383	\$536	\$383	\$536	\$287	\$402
82	\$256	\$358	\$381	\$533	\$381	\$533	\$285	\$400
83	\$254	\$356	\$378	\$530	\$378	\$530	\$284	\$397
84	\$253	\$354	\$376	\$527	\$376	\$527	\$282	\$395
85	\$251	\$351	\$374	\$523	\$374	\$523	\$280	\$393
86	\$250	\$349	\$372	\$520	\$372	\$520	\$279	\$390
87	\$248	\$347	\$369	\$517	\$369	\$517	\$277	\$388
88	\$246	\$345	\$367	\$514	\$367	\$514	\$275	\$385
89	\$245	\$343	\$365	\$511	\$365	\$511	\$274	\$383
90	\$243	\$341	\$363	\$508	\$363	\$508	\$272	\$381
91	\$242	\$339	\$360	\$504	\$360	\$504	\$270	\$378
92	\$240	\$337	\$358	\$501	\$358	\$501	\$268	\$376
93	\$239	\$334	\$356	\$498	\$356	\$498	\$267	\$374
94	\$237	\$332	\$353	\$495	\$353	\$495	\$265	\$371
95	\$236	\$330	\$351	\$492	\$351	\$492	\$263	\$369
96	\$234	\$328	\$349	\$488	\$349	\$488	\$262	\$366
97	\$233	\$326	\$347	\$485	\$347	\$485	\$260	\$364
98	\$231	\$324	\$344	\$482	\$344	\$482	\$258	\$362
99	\$230	\$322	\$342	\$479	\$342	\$479	\$257	\$359
100	\$228	\$320	\$340	\$476	\$340	\$476	\$255	\$357
101	\$227	\$317	\$338	\$473	\$338	\$473	\$253	\$354
102	\$225	\$315	\$335	\$469	\$335	\$469	\$251	\$352
103	\$224	\$313	\$333	\$466	\$333	\$466	\$250	\$350
104	\$222	\$311	\$331	\$463	\$331	\$463	\$248	\$347
105	\$221	\$309	\$329	\$460	\$329	\$460	\$246	\$345

HEAP TABLE 2B: 6% INCREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

1.0600

0.0600

PERCENT OF POVERTY	GAS/ELEC 0.6322	GAS/ELEC WEIGHTED	PROPANE 0.9414	PROPANE WEIGHTED	OIL/KERO 0.9414	OIL/KERO WEIGHTED	COAL/WOOD 0.7061	COAL/WOOD WEIGHTED
106	\$219	\$307	\$326	\$457	\$326	\$457	\$245	\$343
107	\$218	\$305	\$324	\$454	\$324	\$454	\$243	\$340
108	\$216	\$302	\$322	\$450	\$322	\$450	\$241	\$338
109	\$215	\$300	\$319	\$447	\$319	\$447	\$240	\$335
110	\$213	\$298	\$317	\$444	\$317	\$444	\$238	\$333
111	\$211	\$296	\$315	\$441	\$315	\$441	\$236	\$331
112	\$210	\$294	\$313	\$438	\$313	\$438	\$235	\$328
113	\$208	\$292	\$310	\$435	\$310	\$435	\$233	\$326
114	\$207	\$290	\$308	\$431	\$308	\$431	\$231	\$324
115	\$205	\$288	\$306	\$428	\$306	\$428	\$229	\$321
116	\$204	\$285	\$304	\$425	\$304	\$425	\$228	\$319
117	\$202	\$283	\$301	\$422	\$301	\$422	\$226	\$316
118	\$201	\$281	\$299	\$419	\$299	\$419	\$224	\$314
119	\$199	\$279	\$297	\$416	\$297	\$416	\$223	\$312
120	\$198	\$277	\$295	\$412	\$295	\$412	\$221	\$309
121	\$196	\$275	\$292	\$409	\$292	\$409	\$219	\$307
122	\$195	\$273	\$290	\$406	\$290	\$406	\$218	\$305
123	\$193	\$271	\$288	\$403	\$288	\$403	\$216	\$302
124	\$192	\$268	\$285	\$400	\$285	\$400	\$214	\$300
125	\$190	\$266	\$283	\$397	\$283	\$397	\$212	\$297
126	\$189	\$264	\$281	\$393	\$281	\$393	\$211	\$295
127	\$187	\$262	\$279	\$390	\$279	\$390	\$209	\$293
128	\$186	\$260	\$276	\$387	\$276	\$387	\$207	\$290
129	\$184	\$258	\$274	\$384	\$274	\$384	\$206	\$288
130	\$183	\$256	\$272	\$381	\$272	\$381	\$204	\$285
131	\$181	\$253	\$270	\$377	\$270	\$377	\$202	\$283
132	\$180	\$251	\$267	\$374	\$267	\$374	\$201	\$281
133	\$178	\$249	\$265	\$371	\$265	\$371	\$199	\$278
134	\$176	\$247	\$263	\$368	\$263	\$368	\$197	\$276
135	\$175	\$245	\$261	\$365	\$261	\$365	\$195	\$274
136	\$173	\$243	\$258	\$362	\$258	\$362	\$194	\$271
137	\$172	\$241	\$256	\$358	\$256	\$358	\$192	\$269
138	\$170	\$239	\$254	\$355	\$254	\$355	\$190	\$266
139	\$169	\$236	\$251	\$352	\$251	\$352	\$189	\$264
140	\$167	\$234	\$249	\$349	\$249	\$349	\$187	\$262
141	\$166	\$232	\$247	\$346	\$247	\$346	\$185	\$259
142	\$164	\$230	\$245	\$343	\$245	\$343	\$184	\$257
143	\$163	\$228	\$242	\$339	\$242	\$339	\$182	\$255
144	\$161	\$226	\$240	\$336	\$240	\$336	\$180	\$252
145	\$160	\$224	\$238	\$333	\$238	\$333	\$178	\$250
146	\$158	\$222	\$236	\$330	\$236	\$330	\$177	\$247
147	\$157	\$219	\$233	\$327	\$233	\$327	\$175	\$245
148	\$155	\$217	\$231	\$324	\$231	\$324	\$173	\$243
149	\$154	\$215	\$229	\$320	\$229	\$320	\$172	\$240
150+	\$152	\$213	\$227	\$317	\$227	\$317	\$170	\$238

HEAP TABLE 2B: 6% INCREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

1.0600

0.0600

PERCENT OF POVERTY	GAS/ELEC	GAS/ELEC WEIGHTED	PROPANE	PROPANE WEIGHTED	OIL/KERO	OIL/KERO WEIGHTED	COAL/WOOD	COAL/WOOD WEIGHTED
	0.6322		0.9414		0.9414		0.7061	

HEAP TABLE 2B: 6% INCREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

1.0600

0.0600

PERCENT OF POVERTY	GAS/ELEC 0.6322	GAS/ELEC WEIGHTED	PROPANE 0.9414	PROPANE WEIGHTED	OIL/KERO 0.9414	OIL/KERO WEIGHTED	COAL/WOOD 0.7061	COAL/WOOD WEIGHTED
50	\$161	\$282	\$239	\$421	\$239	\$421	\$180	\$315
51	\$160	\$281	\$238	\$419	\$238	\$419	\$179	\$314
52	\$159	\$280	\$237	\$416	\$237	\$416	\$178	\$312
53	\$158	\$278	\$236	\$414	\$236	\$414	\$177	\$311
54	\$158	\$277	\$235	\$412	\$235	\$412	\$176	\$309
55	\$157	\$275	\$233	\$410	\$233	\$410	\$175	\$308
56	\$156	\$274	\$232	\$408	\$232	\$408	\$174	\$306
57	\$155	\$273	\$231	\$406	\$231	\$406	\$173	\$304
58	\$154	\$271	\$230	\$404	\$230	\$404	\$172	\$303
59	\$154	\$270	\$229	\$402	\$229	\$402	\$171	\$301
60	\$153	\$268	\$227	\$400	\$227	\$400	\$171	\$300
61	\$152	\$267	\$226	\$398	\$226	\$398	\$170	\$298
62	\$151	\$266	\$225	\$395	\$225	\$395	\$169	\$297
63	\$150	\$264	\$224	\$393	\$224	\$393	\$168	\$295
64	\$150	\$263	\$223	\$391	\$223	\$391	\$167	\$293
65	\$149	\$261	\$221	\$389	\$221	\$389	\$166	\$292
66	\$148	\$260	\$220	\$387	\$220	\$387	\$165	\$290
67	\$147	\$258	\$219	\$385	\$219	\$385	\$164	\$289
68	\$146	\$257	\$218	\$383	\$218	\$383	\$163	\$287
69	\$145	\$256	\$217	\$381	\$217	\$381	\$162	\$286
70	\$145	\$254	\$215	\$379	\$215	\$379	\$162	\$284
71	\$144	\$253	\$214	\$376	\$214	\$376	\$161	\$282
72	\$143	\$251	\$213	\$374	\$213	\$374	\$160	\$281
73	\$142	\$250	\$212	\$372	\$212	\$372	\$159	\$279
74	\$141	\$249	\$211	\$370	\$211	\$370	\$158	\$278
75	\$141	\$247	\$209	\$368	\$209	\$368	\$157	\$276
76	\$140	\$246	\$208	\$366	\$208	\$366	\$156	\$274
77	\$139	\$244	\$207	\$364	\$207	\$364	\$155	\$273
78	\$138	\$243	\$206	\$362	\$206	\$362	\$154	\$271
79	\$137	\$242	\$205	\$360	\$205	\$360	\$154	\$270
80	\$137	\$240	\$203	\$358	\$203	\$358	\$153	\$268
81	\$136	\$239	\$202	\$355	\$202	\$355	\$152	\$267
82	\$135	\$237	\$201	\$353	\$201	\$353	\$151	\$265
83	\$134	\$236	\$200	\$351	\$200	\$351	\$150	\$263
84	\$133	\$234	\$199	\$349	\$199	\$349	\$149	\$262
85	\$133	\$233	\$198	\$347	\$198	\$347	\$148	\$260
86	\$132	\$232	\$196	\$345	\$196	\$345	\$147	\$259
87	\$131	\$230	\$195	\$343	\$195	\$343	\$146	\$257
88	\$130	\$229	\$194	\$341	\$194	\$341	\$145	\$256
89	\$129	\$227	\$193	\$339	\$193	\$339	\$145	\$254
90	\$129	\$226	\$192	\$337	\$192	\$337	\$144	\$252
91	\$128	\$225	\$190	\$334	\$190	\$334	\$143	\$251
92	\$127	\$223	\$189	\$332	\$189	\$332	\$142	\$249
93	\$126	\$222	\$188	\$330	\$188	\$330	\$141	\$248
94	\$125	\$220	\$187	\$328	\$187	\$328	\$140	\$246
95	\$125	\$219	\$186	\$326	\$186	\$326	\$139	\$245
96	\$124	\$218	\$184	\$324	\$184	\$324	\$138	\$243
97	\$123	\$216	\$183	\$322	\$183	\$322	\$137	\$241
98	\$122	\$215	\$182	\$320	\$182	\$320	\$136	\$240
99	\$121	\$213	\$181	\$318	\$181	\$318	\$136	\$238
100	\$121	\$212	\$180	\$315	\$180	\$315	\$135	\$237

HEAP TABLE 2B: 6% INCREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

1.0600

0.0600

PERCENT OF POVERTY	GAS/ELEC	GAS/ELEC	PROPANE	PROPANE	OIL/KERO	OIL/KERO	COAL/WOOD	COAL/WOOD
	0.6322	WEIGHTED	0.9414	WEIGHTED	0.9414	WEIGHTED	0.7061	WEIGHTED
101	\$120	\$210	\$178	\$313	\$178	\$313	\$134	\$235
102	\$119	\$209	\$177	\$311	\$177	\$311	\$133	\$233
103	\$118	\$208	\$176	\$309	\$176	\$309	\$132	\$232
104	\$117	\$206	\$175	\$307	\$175	\$307	\$131	\$230
105	\$117	\$205	\$174	\$305	\$174	\$305	\$130	\$229
106	\$116	\$203	\$172	\$303	\$172	\$303	\$129	\$227
107	\$115	\$202	\$171	\$301	\$171	\$301	\$128	\$226
108	\$114	\$201	\$170	\$299	\$170	\$299	\$127	\$224
109	\$113	\$199	\$169	\$297	\$169	\$297	\$127	\$222
110	\$113	\$198	\$168	\$294	\$168	\$294	\$126	\$221
111	\$112	\$196	\$166	\$292	\$166	\$292	\$125	\$219
112	\$111	\$195	\$165	\$290	\$165	\$290	\$124	\$218
113	\$110	\$194	\$164	\$288	\$164	\$288	\$123	\$216
114	\$109	\$192	\$163	\$286	\$163	\$286	\$122	\$215
115	\$109	\$191	\$162	\$284	\$162	\$284	\$121	\$213
116	\$108	\$189	\$160	\$282	\$160	\$282	\$120	\$211
117	\$107	\$188	\$159	\$280	\$159	\$280	\$119	\$210
118	\$106	\$186	\$158	\$278	\$158	\$278	\$119	\$208
119	\$105	\$185	\$157	\$276	\$157	\$276	\$118	\$207
120	\$104	\$184	\$156	\$273	\$156	\$273	\$117	\$205
121	\$104	\$182	\$154	\$271	\$154	\$271	\$116	\$203
122	\$103	\$181	\$153	\$269	\$153	\$269	\$115	\$202
123	\$102	\$179	\$152	\$267	\$152	\$267	\$114	\$200
124	\$101	\$178	\$151	\$265	\$151	\$265	\$113	\$199
125	\$100	\$177	\$150	\$263	\$150	\$263	\$112	\$197
126	\$100	\$175	\$148	\$261	\$148	\$261	\$111	\$196
127	\$99	\$174	\$147	\$259	\$147	\$259	\$110	\$194
128	\$98	\$172	\$146	\$257	\$146	\$257	\$110	\$192
129	\$97	\$171	\$145	\$254	\$145	\$254	\$109	\$191
130	\$96	\$169	\$144	\$252	\$144	\$252	\$108	\$189
131	\$96	\$168	\$142	\$250	\$142	\$250	\$107	\$188
132	\$95	\$167	\$141	\$248	\$141	\$248	\$106	\$186
133	\$94	\$165	\$140	\$246	\$140	\$246	\$105	\$185
134	\$93	\$164	\$139	\$244	\$139	\$244	\$104	\$183
135	\$92	\$162	\$138	\$242	\$138	\$242	\$103	\$181
136	\$92	\$161	\$136	\$240	\$136	\$240	\$102	\$180
137	\$91	\$160	\$135	\$238	\$135	\$238	\$101	\$178
138	\$90	\$158	\$134	\$236	\$134	\$236	\$101	\$177
139	\$89	\$157	\$133	\$233	\$133	\$233	\$100	\$175
140	\$88	\$155	\$132	\$231	\$132	\$231	\$99	\$174
141	\$88	\$154	\$130	\$229	\$130	\$229	\$98	\$172
142	\$87	\$153	\$129	\$227	\$129	\$227	\$97	\$170
143	\$86	\$151	\$128	\$225	\$128	\$225	\$96	\$169
144	\$85	\$150	\$127	\$223	\$127	\$223	\$95	\$167
145	\$84	\$148	\$126	\$221	\$126	\$221	\$94	\$166
146	\$84	\$147	\$124	\$219	\$124	\$219	\$93	\$164
147	\$83	\$145	\$123	\$217	\$123	\$217	\$92	\$162
148	\$82	\$144	\$122	\$215	\$122	\$215	\$92	\$161
149	\$81	\$143	\$121	\$212	\$121	\$212	\$91	\$159
150+	\$80	\$141	\$120	\$210	\$120	\$210	\$90	\$158

HEAP TABLE 2B: 6% INCREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

1.0600

0.0600

PERCENT OF POVERTY	GAS/ELEC	GAS/ELEC WEIGHTED	PROPANE	PROPANE WEIGHTED	OIL/KERO	OIL/KERO WEIGHTED	COAL/WOOD	COAL/WOOD WEIGHTED
	0.6322		0.9414		0.9414		0.7061	

HEAP TABLE 2C: 6% DECREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

0.9400

-0.0600

PERCENT OF POVERTY	GAS/ELEC 0.6322	GAS/ELEC WEIGHTED	PROPANE 0.9414	PROPANE WEIGHTED	OIL/KERO 0.9414	OIL/KERO WEIGHTED	COAL/WOOD 0.7061	COAL/WOOD WEIGHTED
50	\$270	\$378	\$402	\$563	\$402	\$563	\$301	\$422
51	\$269	\$376	\$400	\$560	\$400	\$560	\$300	\$420
52	\$267	\$374	\$398	\$557	\$398	\$557	\$298	\$418
53	\$266	\$372	\$396	\$554	\$396	\$554	\$297	\$416
54	\$264	\$370	\$394	\$551	\$394	\$551	\$295	\$414
55	\$263	\$368	\$392	\$549	\$392	\$549	\$294	\$411
56	\$262	\$366	\$390	\$546	\$390	\$546	\$292	\$409
57	\$260	\$365	\$388	\$543	\$388	\$543	\$291	\$407
58	\$259	\$363	\$386	\$540	\$386	\$540	\$289	\$405
59	\$258	\$361	\$384	\$537	\$384	\$537	\$288	\$403
60	\$256	\$359	\$382	\$534	\$382	\$534	\$286	\$401
61	\$255	\$357	\$380	\$532	\$380	\$532	\$285	\$399
62	\$254	\$355	\$378	\$529	\$378	\$529	\$283	\$397
63	\$252	\$353	\$376	\$526	\$376	\$526	\$282	\$395
64	\$251	\$351	\$374	\$523	\$374	\$523	\$280	\$392
65	\$250	\$349	\$372	\$520	\$372	\$520	\$279	\$390
66	\$248	\$348	\$370	\$518	\$370	\$518	\$277	\$388
67	\$247	\$346	\$368	\$515	\$368	\$515	\$276	\$386
68	\$246	\$344	\$366	\$512	\$366	\$512	\$274	\$384
69	\$244	\$342	\$364	\$509	\$364	\$509	\$273	\$382
70	\$243	\$340	\$362	\$506	\$362	\$506	\$271	\$380
71	\$242	\$338	\$360	\$504	\$360	\$504	\$270	\$378
72	\$240	\$336	\$358	\$501	\$358	\$501	\$268	\$376
73	\$239	\$334	\$356	\$498	\$356	\$498	\$267	\$373
74	\$237	\$332	\$354	\$495	\$354	\$495	\$265	\$371
75	\$236	\$331	\$352	\$492	\$352	\$492	\$264	\$369
76	\$235	\$329	\$350	\$489	\$350	\$489	\$262	\$367
77	\$233	\$327	\$348	\$487	\$348	\$487	\$261	\$365
78	\$232	\$325	\$346	\$484	\$346	\$484	\$259	\$363
79	\$231	\$323	\$344	\$481	\$344	\$481	\$258	\$361
80	\$229	\$321	\$342	\$478	\$342	\$478	\$256	\$359
81	\$228	\$319	\$340	\$475	\$340	\$475	\$255	\$357
82	\$227	\$317	\$338	\$473	\$338	\$473	\$253	\$354
83	\$225	\$315	\$336	\$470	\$336	\$470	\$252	\$352
84	\$224	\$314	\$334	\$467	\$334	\$467	\$250	\$350
85	\$223	\$312	\$332	\$464	\$332	\$464	\$249	\$348
86	\$221	\$310	\$330	\$461	\$330	\$461	\$247	\$346
87	\$220	\$308	\$328	\$459	\$328	\$459	\$246	\$344
88	\$219	\$306	\$325	\$456	\$325	\$456	\$244	\$342
89	\$217	\$304	\$323	\$453	\$323	\$453	\$243	\$340
90	\$216	\$302	\$321	\$450	\$321	\$450	\$241	\$338
91	\$215	\$300	\$319	\$447	\$319	\$447	\$240	\$335
92	\$213	\$298	\$317	\$444	\$317	\$444	\$238	\$333
93	\$212	\$297	\$315	\$442	\$315	\$442	\$237	\$331
94	\$210	\$295	\$313	\$439	\$313	\$439	\$235	\$329
95	\$209	\$293	\$311	\$436	\$311	\$436	\$234	\$327
96	\$208	\$291	\$309	\$433	\$309	\$433	\$232	\$325
97	\$206	\$289	\$307	\$430	\$307	\$430	\$231	\$323
98	\$205	\$287	\$305	\$428	\$305	\$428	\$229	\$321
99	\$204	\$285	\$303	\$425	\$303	\$425	\$228	\$319

HEAP TABLE 2C: 6% DECREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

0.9400

-0.0600

PERCENT OF POVERTY	GAS/ELEC	GAS/ELEC	PROPANE	PROPANE	OIL/KERO	OIL/KERO	COAL/WOOD	COAL/WOOD
	0.6322	WEIGHTED	0.9414	WEIGHTED	0.9414	WEIGHTED	0.7061	WEIGHTED
100	\$202	\$283	\$301	\$422	\$301	\$422	\$226	\$316
101	\$201	\$281	\$299	\$419	\$299	\$419	\$225	\$314
102	\$200	\$280	\$297	\$416	\$297	\$416	\$223	\$312
103	\$198	\$278	\$295	\$414	\$295	\$414	\$222	\$310
104	\$197	\$276	\$293	\$411	\$293	\$411	\$220	\$308
105	\$196	\$274	\$291	\$408	\$291	\$408	\$219	\$306
106	\$194	\$272	\$289	\$405	\$289	\$405	\$217	\$304
107	\$193	\$270	\$287	\$402	\$287	\$402	\$215	\$302
108	\$192	\$268	\$285	\$399	\$285	\$399	\$214	\$300
109	\$190	\$266	\$283	\$397	\$283	\$397	\$212	\$297
110	\$189	\$264	\$281	\$394	\$281	\$394	\$211	\$295
111	\$188	\$263	\$279	\$391	\$279	\$391	\$209	\$293
112	\$186	\$261	\$277	\$388	\$277	\$388	\$208	\$291
113	\$185	\$259	\$275	\$385	\$275	\$385	\$206	\$289
114	\$184	\$257	\$273	\$383	\$273	\$383	\$205	\$287
115	\$182	\$255	\$271	\$380	\$271	\$380	\$203	\$285
116	\$181	\$253	\$269	\$377	\$269	\$377	\$202	\$283
117	\$179	\$251	\$267	\$374	\$267	\$374	\$200	\$281
118	\$178	\$249	\$265	\$371	\$265	\$371	\$199	\$278
119	\$177	\$247	\$263	\$368	\$263	\$368	\$197	\$276
120	\$175	\$246	\$261	\$366	\$261	\$366	\$196	\$274
121	\$174	\$244	\$259	\$363	\$259	\$363	\$194	\$272
122	\$173	\$242	\$257	\$360	\$257	\$360	\$193	\$270
123	\$171	\$240	\$255	\$357	\$255	\$357	\$191	\$268
124	\$170	\$238	\$253	\$354	\$253	\$354	\$190	\$266
125	\$169	\$236	\$251	\$352	\$251	\$352	\$188	\$264
126	\$167	\$234	\$249	\$349	\$249	\$349	\$187	\$262
127	\$166	\$232	\$247	\$346	\$247	\$346	\$185	\$259
128	\$165	\$230	\$245	\$343	\$245	\$343	\$184	\$257
129	\$163	\$229	\$243	\$340	\$243	\$340	\$182	\$255
130	\$162	\$227	\$241	\$338	\$241	\$338	\$181	\$253
131	\$161	\$225	\$239	\$335	\$239	\$335	\$179	\$251
132	\$159	\$223	\$237	\$332	\$237	\$332	\$178	\$249
133	\$158	\$221	\$235	\$329	\$235	\$329	\$176	\$247
134	\$157	\$219	\$233	\$326	\$233	\$326	\$175	\$245
135	\$155	\$217	\$231	\$323	\$231	\$323	\$173	\$243
136	\$154	\$215	\$229	\$321	\$229	\$321	\$172	\$241
137	\$152	\$213	\$227	\$318	\$227	\$318	\$170	\$238
138	\$151	\$212	\$225	\$315	\$225	\$315	\$169	\$236
139	\$150	\$210	\$223	\$312	\$223	\$312	\$167	\$234
140	\$148	\$208	\$221	\$309	\$221	\$309	\$166	\$232
141	\$147	\$206	\$219	\$307	\$219	\$307	\$164	\$230
142	\$146	\$204	\$217	\$304	\$217	\$304	\$163	\$228
143	\$144	\$202	\$215	\$301	\$215	\$301	\$161	\$226
144	\$143	\$200	\$213	\$298	\$213	\$298	\$160	\$224
145	\$142	\$198	\$211	\$295	\$211	\$295	\$158	\$222
146	\$140	\$196	\$209	\$293	\$209	\$293	\$157	\$219
147	\$139	\$195	\$207	\$290	\$207	\$290	\$155	\$217
148	\$138	\$193	\$205	\$287	\$205	\$287	\$154	\$215
149	\$136	\$191	\$203	\$284	\$203	\$284	\$152	\$213

HEAP TABLE 2C: 6% DECREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

0.9400

-0.0600

PERCENT OF POVERTY	GAS/ELEC	GAS/ELEC WEIGHTED	PROPANE	PROPANE WEIGHTED	OIL/KERO	OIL/KERO WEIGHTED	COAL/WOOD	COAL/WOOD WEIGHTED
	0.6322		0.9414		0.9414		0.7061	
150+	\$135	\$189	\$201	\$281	\$201	\$281	\$151	\$211

HEAP TABLE 2C: 6% DECREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

0.9400

-0.0600

PERCENT OF POVERTY	GAS/ELEC	GAS/ELEC	PROPANE	PROPANE	OIL/KERO	OIL/KERO	COAL/WOOD	COAL/WOOD
	0.6322	WEIGHTED	0.9414	WEIGHTED	0.9414	WEIGHTED	0.7061	WEIGHTED
50	\$126	\$234	\$188	\$349	\$188	\$349	\$141	\$262
51	\$126	\$233	\$187	\$347	\$187	\$347	\$140	\$260
52	\$125	\$232	\$186	\$345	\$186	\$345	\$140	\$259
53	\$124	\$231	\$185	\$344	\$185	\$344	\$139	\$258
54	\$124	\$230	\$184	\$342	\$184	\$342	\$138	\$256
55	\$123	\$228	\$183	\$340	\$183	\$340	\$138	\$255
56	\$123	\$227	\$182	\$338	\$182	\$338	\$137	\$254
57	\$122	\$226	\$182	\$337	\$182	\$337	\$136	\$252
58	\$121	\$225	\$181	\$335	\$181	\$335	\$135	\$251
59	\$121	\$224	\$180	\$333	\$180	\$333	\$135	\$250
60	\$120	\$223	\$179	\$331	\$179	\$331	\$134	\$249
61	\$119	\$221	\$178	\$330	\$178	\$330	\$133	\$247
62	\$119	\$220	\$177	\$328	\$177	\$328	\$133	\$246
63	\$118	\$219	\$176	\$326	\$176	\$326	\$132	\$245
64	\$117	\$218	\$175	\$324	\$175	\$324	\$131	\$243
65	\$117	\$217	\$174	\$323	\$174	\$323	\$130	\$242
66	\$116	\$216	\$173	\$321	\$173	\$321	\$130	\$241
67	\$116	\$214	\$172	\$319	\$172	\$319	\$129	\$239
68	\$115	\$213	\$171	\$317	\$171	\$317	\$128	\$238
69	\$114	\$212	\$170	\$316	\$170	\$316	\$128	\$237
70	\$114	\$211	\$169	\$314	\$169	\$314	\$127	\$235
71	\$113	\$210	\$168	\$312	\$168	\$312	\$126	\$234
72	\$112	\$208	\$167	\$310	\$167	\$310	\$126	\$233
73	\$112	\$207	\$166	\$309	\$166	\$309	\$125	\$232
74	\$111	\$206	\$166	\$307	\$166	\$307	\$124	\$230
75	\$111	\$205	\$165	\$305	\$165	\$305	\$123	\$229
76	\$110	\$204	\$164	\$303	\$164	\$303	\$123	\$228
77	\$109	\$203	\$163	\$302	\$163	\$302	\$122	\$226
78	\$109	\$201	\$162	\$300	\$162	\$300	\$121	\$225
79	\$108	\$200	\$161	\$298	\$161	\$298	\$121	\$224
80	\$107	\$199	\$160	\$297	\$160	\$297	\$120	\$222
81	\$107	\$198	\$159	\$295	\$159	\$295	\$119	\$221
82	\$106	\$197	\$158	\$293	\$158	\$293	\$119	\$220
83	\$105	\$196	\$157	\$291	\$157	\$291	\$118	\$218
84	\$105	\$194	\$156	\$290	\$156	\$290	\$117	\$217
85	\$104	\$193	\$155	\$288	\$155	\$288	\$116	\$216
86	\$104	\$192	\$154	\$286	\$154	\$286	\$116	\$215
87	\$103	\$191	\$153	\$284	\$153	\$284	\$115	\$213
88	\$102	\$190	\$152	\$283	\$152	\$283	\$114	\$212
89	\$102	\$189	\$151	\$281	\$151	\$281	\$114	\$211
90	\$101	\$187	\$150	\$279	\$150	\$279	\$113	\$209
91	\$100	\$186	\$150	\$277	\$150	\$277	\$112	\$208
92	\$100	\$185	\$149	\$276	\$149	\$276	\$111	\$207
93	\$99	\$184	\$148	\$274	\$148	\$274	\$111	\$205
94	\$99	\$183	\$147	\$272	\$147	\$272	\$110	\$204
95	\$98	\$182	\$146	\$270	\$146	\$270	\$109	\$203
96	\$97	\$180	\$145	\$269	\$145	\$269	\$109	\$201
97	\$97	\$179	\$144	\$267	\$144	\$267	\$108	\$200
98	\$96	\$178	\$143	\$265	\$143	\$265	\$107	\$199
99	\$95	\$177	\$142	\$263	\$142	\$263	\$107	\$198

HEAP TABLE 2C: 6% DECREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

0.9400

-0.0600

PERCENT OF POVERTY	GAS/ELEC	GAS/ELEC	PROPANE	PROPANE	OIL/KERO	OIL/KERO	COAL/WOOD	COAL/WOOD
	0.6322	WEIGHTED	0.9414	WEIGHTED	0.9414	WEIGHTED	0.7061	WEIGHTED
100	\$95	\$176	\$141	\$262	\$141	\$262	\$106	\$196
101	\$94	\$175	\$140	\$260	\$140	\$260	\$105	\$195
102	\$93	\$173	\$139	\$258	\$139	\$258	\$104	\$194
103	\$93	\$172	\$138	\$256	\$138	\$256	\$104	\$192
104	\$92	\$171	\$137	\$255	\$137	\$255	\$103	\$191
105	\$92	\$170	\$136	\$253	\$136	\$253	\$102	\$190
106	\$91	\$169	\$135	\$251	\$135	\$251	\$102	\$188
107	\$90	\$167	\$134	\$249	\$134	\$249	\$101	\$187
108	\$90	\$166	\$134	\$248	\$134	\$248	\$100	\$186
109	\$89	\$165	\$133	\$246	\$133	\$246	\$99	\$184
110	\$88	\$164	\$132	\$244	\$132	\$244	\$99	\$183
111	\$88	\$163	\$131	\$242	\$131	\$242	\$98	\$182
112	\$87	\$162	\$130	\$241	\$130	\$241	\$97	\$181
113	\$87	\$160	\$129	\$239	\$129	\$239	\$97	\$179
114	\$86	\$159	\$128	\$237	\$128	\$237	\$96	\$178
115	\$85	\$158	\$127	\$235	\$127	\$235	\$95	\$177
116	\$85	\$157	\$126	\$234	\$126	\$234	\$95	\$175
117	\$84	\$156	\$125	\$232	\$125	\$232	\$94	\$174
118	\$83	\$155	\$124	\$230	\$124	\$230	\$93	\$173
119	\$83	\$153	\$123	\$228	\$123	\$228	\$92	\$171
120	\$82	\$152	\$122	\$227	\$122	\$227	\$92	\$170
121	\$81	\$151	\$121	\$225	\$121	\$225	\$91	\$169
122	\$81	\$150	\$120	\$223	\$120	\$223	\$90	\$167
123	\$80	\$149	\$119	\$222	\$119	\$222	\$90	\$166
124	\$80	\$148	\$119	\$220	\$119	\$220	\$89	\$165
125	\$79	\$146	\$118	\$218	\$118	\$218	\$88	\$164
126	\$78	\$145	\$117	\$216	\$117	\$216	\$87	\$162
127	\$78	\$144	\$116	\$215	\$116	\$215	\$87	\$161
128	\$77	\$143	\$115	\$213	\$115	\$213	\$86	\$160
129	\$76	\$142	\$114	\$211	\$114	\$211	\$85	\$158
130	\$76	\$141	\$113	\$209	\$113	\$209	\$85	\$157
131	\$75	\$139	\$112	\$208	\$112	\$208	\$84	\$156
132	\$75	\$138	\$111	\$206	\$111	\$206	\$83	\$154
133	\$74	\$137	\$110	\$204	\$110	\$204	\$83	\$153
134	\$73	\$136	\$109	\$202	\$109	\$202	\$82	\$152
135	\$73	\$135	\$108	\$201	\$108	\$201	\$81	\$150
136	\$72	\$134	\$107	\$199	\$107	\$199	\$80	\$149
137	\$71	\$132	\$106	\$197	\$106	\$197	\$80	\$148
138	\$71	\$131	\$105	\$195	\$105	\$195	\$79	\$147
139	\$70	\$130	\$104	\$194	\$104	\$194	\$78	\$145
140	\$69	\$129	\$103	\$192	\$103	\$192	\$78	\$144
141	\$69	\$128	\$103	\$190	\$103	\$190	\$77	\$143
142	\$68	\$126	\$102	\$188	\$102	\$188	\$76	\$141
143	\$68	\$125	\$101	\$187	\$101	\$187	\$75	\$140
144	\$67	\$124	\$100	\$185	\$100	\$185	\$75	\$139
145	\$66	\$123	\$99	\$183	\$99	\$183	\$74	\$137
146	\$66	\$122	\$98	\$181	\$98	\$181	\$73	\$136
147	\$65	\$121	\$97	\$180	\$97	\$180	\$73	\$135
148	\$64	\$119	\$96	\$178	\$96	\$178	\$72	\$133
149	\$64	\$118	\$95	\$176	\$95	\$176	\$71	\$132

HEAP TABLE 2C: 6% DECREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

0.9400

-0.0600

PERCENT OF POVERTY	GAS/ELEC	GAS/ELEC WEIGHTED	PROPANE	PROPANE WEIGHTED	OIL/KERO	OIL/KERO WEIGHTED	COAL/WOOD	COAL/WOOD WEIGHTED
	0.6322		0.9414		0.9414		0.7061	
150+	\$63	\$117	\$94	\$174	\$94	\$174	\$71	\$131

10/01/12

HEAP TABLE 3A: INCOME LEVELS FOR PERCENTAGE OF POVERTY BY HOUSEHOLD SIZE FY09

PERCENT OF POVERTY	1,0000	2,0000	3,0000	4,0000	5,0000	6,0000	7,0000	8,0000	9,0000	10,0000	11,0000	12,0000	13,0000	14,0000	15,0000
50.0000	\$5,585	\$7,565	\$9,545	\$11,525	\$13,505	\$15,485	\$17,465	\$19,445	\$21,425	\$23,405	\$25,385	\$27,365	\$29,345	\$31,325	\$33,305
51.0000	\$5,697	\$7,716	\$9,736	\$11,756	\$13,775	\$15,795	\$17,814	\$19,834	\$21,854	\$23,873	\$25,893	\$27,912	\$29,932	\$31,952	\$33,971
52.0000	\$5,808	\$7,868	\$9,928	\$11,986	\$14,045	\$16,104	\$18,163	\$20,223	\$22,282	\$24,341	\$26,400	\$28,460	\$30,519	\$32,578	\$34,637
53.0000	\$5,920	\$8,019	\$10,118	\$12,217	\$14,315	\$16,414	\$18,513	\$20,612	\$22,711	\$24,809	\$26,908	\$29,007	\$31,106	\$33,205	\$35,303
54.0000	\$6,032	\$8,170	\$10,309	\$12,447	\$14,585	\$16,724	\$18,862	\$21,001	\$23,139	\$25,277	\$27,416	\$29,554	\$31,693	\$33,831	\$35,969
55.0000	\$6,144	\$8,322	\$10,500	\$12,678	\$14,856	\$17,034	\$19,212	\$21,390	\$23,568	\$25,746	\$27,924	\$30,102	\$32,280	\$34,458	\$36,636
56.0000	\$6,255	\$8,473	\$10,690	\$12,908	\$15,126	\$17,343	\$19,561	\$21,778	\$23,996	\$26,214	\$28,431	\$30,649	\$32,866	\$35,084	\$37,302
57.0000	\$6,367	\$8,624	\$10,881	\$13,139	\$15,396	\$17,653	\$19,910	\$22,167	\$24,425	\$26,682	\$28,939	\$31,196	\$33,453	\$35,711	\$37,968
58.0000	\$6,479	\$8,775	\$11,072	\$13,369	\$15,666	\$17,963	\$20,259	\$22,556	\$24,853	\$27,150	\$29,447	\$31,743	\$34,040	\$36,337	\$38,634
59.0000	\$6,590	\$8,927	\$11,263	\$13,600	\$15,936	\$18,272	\$20,609	\$22,945	\$25,282	\$27,618	\$29,954	\$32,291	\$34,627	\$36,964	\$39,300
60.0000	\$6,702	\$9,078	\$11,454	\$13,830	\$16,206	\$18,582	\$20,958	\$23,334	\$25,710	\$28,086	\$30,462	\$32,838	\$35,214	\$37,590	\$39,966
61.0000	\$6,814	\$9,229	\$11,645	\$14,061	\$16,476	\$18,892	\$21,307	\$23,723	\$26,139	\$28,554	\$31,016	\$33,385	\$35,801	\$38,217	\$40,632
62.0000	\$6,925	\$9,381	\$11,836	\$14,291	\$16,746	\$19,201	\$21,657	\$24,112	\$26,567	\$29,022	\$31,477	\$33,933	\$36,388	\$38,843	\$41,298
63.0000	\$7,037	\$9,532	\$12,027	\$14,522	\$17,016	\$19,511	\$22,006	\$24,501	\$26,996	\$29,490	\$31,985	\$34,480	\$36,975	\$39,470	\$41,964
64.0000	\$7,149	\$9,683	\$12,218	\$14,752	\$17,286	\$19,821	\$22,355	\$24,890	\$27,424	\$29,958	\$32,493	\$35,027	\$37,562	\$40,096	\$42,630
65.0000	\$7,261	\$9,835	\$12,409	\$14,983	\$17,557	\$20,131	\$22,705	\$25,279	\$27,853	\$30,427	\$33,001	\$35,575	\$38,149	\$40,723	\$43,297
66.0000	\$7,372	\$9,986	\$12,599	\$15,213	\$17,827	\$20,440	\$23,054	\$25,667	\$28,281	\$30,895	\$33,508	\$36,122	\$38,735	\$41,349	\$43,963
67.0000	\$7,484	\$10,137	\$12,790	\$15,444	\$18,097	\$20,750	\$23,403	\$26,056	\$28,710	\$31,363	\$34,016	\$36,669	\$39,322	\$41,976	\$44,629
68.0000	\$7,596	\$10,288	\$12,981	\$15,674	\$18,367	\$21,060	\$23,752	\$26,445	\$29,138	\$31,831	\$34,524	\$37,216	\$39,909	\$42,602	\$45,295
69.0000	\$7,707	\$10,440	\$13,172	\$15,905	\$18,637	\$21,369	\$24,102	\$26,834	\$29,567	\$32,299	\$35,031	\$37,764	\$40,496	\$43,229	\$45,961
70.0000	\$7,819	\$10,591	\$13,363	\$16,135	\$18,907	\$21,679	\$24,451	\$27,223	\$29,985	\$32,767	\$35,539	\$38,311	\$41,083	\$43,855	\$46,627
71.0000	\$7,931	\$10,742	\$13,554	\$16,366	\$19,177	\$22,000	\$24,800	\$27,612	\$30,424	\$33,235	\$36,047	\$38,858	\$41,670	\$44,482	\$47,293
72.0000	\$8,042	\$10,894	\$13,745	\$16,596	\$19,447	\$22,298	\$25,150	\$28,001	\$30,852	\$33,703	\$36,554	\$39,406	\$42,257	\$45,108	\$47,959
73.0000	\$8,154	\$11,045	\$13,936	\$16,827	\$19,717	\$22,608	\$25,499	\$28,390	\$31,281	\$34,171	\$37,062	\$39,953	\$42,844	\$45,735	\$48,625
74.0000	\$8,266	\$11,196	\$14,127	\$17,057	\$19,987	\$22,918	\$25,848	\$28,779	\$31,709	\$34,639	\$37,570	\$40,500	\$43,431	\$46,361	\$49,291
75.0000	\$8,378	\$11,348	\$14,318	\$17,288	\$20,258	\$23,228	\$26,198	\$29,168	\$32,138	\$35,108	\$38,078	\$41,048	\$44,018	\$46,988	\$49,958
76.0000	\$8,489	\$11,499	\$14,508	\$17,518	\$20,528	\$23,537	\$26,547	\$29,556	\$32,566	\$35,576	\$38,585	\$41,595	\$44,604	\$47,614	\$50,624
77.0000	\$8,601	\$11,650	\$14,699	\$17,749	\$20,798	\$23,847	\$26,896	\$29,945	\$32,995	\$36,044	\$39,093	\$42,142	\$45,191	\$48,241	\$51,290
78.0000	\$8,713	\$11,801	\$14,890	\$17,979	\$21,068	\$24,157	\$27,245	\$30,334	\$33,423	\$36,512	\$39,601	\$42,689	\$45,778	\$48,867	\$51,956
79.0000	\$8,824	\$11,953	\$15,081	\$18,210	\$21,338	\$24,466	\$27,595	\$30,723	\$33,852	\$36,980	\$40,108	\$43,237	\$46,365	\$49,494	\$52,622
80.0000	\$8,936	\$12,104	\$15,272	\$18,440	\$21,608	\$24,776	\$27,944	\$31,112	\$34,280	\$37,448	\$40,616	\$43,784	\$46,952	\$50,120	\$53,288
81.0000	\$9,048	\$12,255	\$15,463	\$18,671	\$21,878	\$25,086	\$28,293	\$31,501	\$34,709	\$37,916	\$41,124	\$44,331	\$47,539	\$50,747	\$53,954
82.0000	\$9,159	\$12,407	\$15,654	\$18,901	\$22,148	\$25,395	\$28,643	\$31,890	\$35,137	\$38,384	\$41,631	\$44,879	\$48,126	\$51,373	\$54,620
83.0000	\$9,271	\$12,558	\$15,845	\$19,132	\$22,418	\$25,705	\$28,992	\$32,279	\$35,566	\$38,852	\$42,139	\$45,426	\$48,713	\$52,000	\$55,286
84.0000	\$9,383	\$12,709	\$16,036	\$19,362	\$22,688	\$26,015	\$29,341	\$32,668	\$35,994	\$39,320	\$42,647	\$45,973	\$49,300	\$52,626	\$55,952
85.0000	\$9,495	\$12,861	\$16,227	\$19,593	\$22,959	\$26,325	\$29,691	\$33,057	\$36,423	\$39,789	\$43,155	\$46,521	\$49,887	\$53,253	\$56,619
86.0000	\$9,606	\$13,012	\$16,417	\$19,823	\$23,229	\$26,634	\$30,040	\$33,445	\$36,851	\$40,257	\$43,662	\$47,068	\$50,473	\$53,879	\$57,285
87.0000	\$9,718	\$13,163	\$16,608	\$20,054	\$23,499	\$26,944	\$30,389	\$33,833	\$37,280	\$40,725	\$44,170	\$47,615	\$51,060	\$54,506	\$57,951
88.0000	\$9,830	\$13,314	\$16,799	\$20,284	\$23,769	\$27,254	\$30,738	\$34,223	\$37,708	\$41,193	\$44,678	\$48,162	\$51,647	\$55,132	\$58,617
89.0000	\$9,941	\$13,466	\$16,990	\$20,515	\$24,039	\$27,563	\$31,088	\$34,612	\$38,137	\$41,661	\$45,185	\$48,710	\$52,234	\$55,759	\$59,283
90.0000	\$10,053	\$13,617	\$17,181	\$20,745	\$24,309	\$27,873	\$31,437	\$35,001	\$38,565	\$42,129	\$45,693	\$49,261	\$52,821	\$56,385	\$59,949
91.0000	\$10,165	\$13,768	\$17,372	\$20,976	\$24,579	\$28,183	\$31,786	\$35,390	\$38,994	\$42,597	\$46,201	\$49,804	\$53,408	\$57,012	\$60,615
92.0000	\$10,277	\$13,920	\$17,563	\$21,206	\$24,849	\$28,492	\$32,136	\$35,779	\$39,422	\$43,065	\$46,708	\$50,352	\$53,995	\$57,638	\$61,281
93.0000	\$10,388	\$14,071	\$17,754	\$21,437	\$25,119	\$28,802	\$32,485	\$36,168	\$39,851	\$43,533	\$47,216	\$50,899	\$54,582	\$58,265	\$61,947
94.0000	\$10,500	\$14,222	\$17,945	\$21,667	\$25,389	\$29,112	\$32,834	\$36,557	\$40,279	\$44,001	\$47,724	\$51,446	\$55,169	\$58,891	\$62,613
95.0000	\$10,612	\$14,374	\$18,136	\$21,898	\$25,660	\$29,421	\$33,184	\$36,946	\$40,720	\$44,470	\$48,232	\$51,994	\$55,756	\$59,518	\$63,280

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HEAP TABLE 3A: INCOME LEVELS FOR PERCENTAGE OF POVERTY BY HOUSEHOLD SIZE FY09

PERCENT OF POVERTY	1.0000	2.0000	3.0000	4.0000	5.0000	6.0000	7.0000	8.0000	9.0000	10.0000	11.0000	12.0000	13.0000	14.0000	15.0000
96.0000	\$10,723	\$14,525	\$18,326	\$22,128	\$25,930	\$29,731	\$33,533	\$37,334	\$41,136	\$44,938	\$48,739	\$52,541	\$56,342	\$60,144	\$63,946
97.0000	\$10,835	\$14,676	\$18,517	\$22,359	\$26,200	\$30,041	\$33,882	\$37,723	\$41,565	\$45,406	\$49,247	\$53,088	\$56,929	\$60,771	\$64,612
98.0000	\$10,947	\$14,827	\$18,708	\$22,589	\$26,470	\$30,351	\$34,231	\$38,112	\$41,993	\$45,874	\$49,755	\$53,635	\$57,516	\$61,397	\$65,278
99.0000	\$11,058	\$14,979	\$18,899	\$22,820	\$26,740	\$30,660	\$34,581	\$38,501	\$42,422	\$46,342	\$50,262	\$54,183	\$58,103	\$62,024	\$65,944
100.0000	\$11,170	\$15,130	\$19,090	\$23,050	\$27,010	\$30,970	\$34,930	\$38,890	\$42,850	\$46,810	\$50,770	\$54,730	\$58,690	\$62,650	\$66,610

SLOPE AND INTERCEPT PAYMENT FORMULA

TO CALCULATE BASE AND INCREMENT

- A. $100\%/150\% = 1/1.5 = .666666$
- B. CALCULATE 100% AT 1 PERSON - \$ 16,245 1.5 \$ 10,830
- C. CALCULATE 100% AT 2 PERSONS - \$ 21,855 1.5 \$ 14,570
- D. WS-POVERTY-INCREMENT = C - B \$ 5,610 \$ 3,960
- E. WS-POVERTY-BASE = B - D \$ 10,635 \$ 7,210

FILL IN BLANKS TO COMPUTE BASE AND INCREMENT

MAX HOUSEHOLD INCOME 1 PERSON	\$ 16,245
MAX HOUSEHOLD INCOME 2 PERSONS	\$ 21,855
WS-POVERTY-INCREMENT =	\$ 3,960
WS-POVERTY-BASE =	\$ 7,210

FORMULA FOR SPREADSHEET IS $\$A47/100 * (WS-POVERTY-BASE + (BS4 * WS-POVERTY-INCREMENT))$

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HEAP TABLE 3B: INCOME LEVELS FOR PERCENTAGE OF POVERTY BY HOUSEHOLD SIZE FY09

PERCENT OF POVERTY	1.0000	2.0000	3.0000	4.0000	5.0000	6.0000	7.0000	8.0000	9.0000	10.0000	11.0000	12.0000	13.0000	14.0000	15.0000
100.0000	\$11,170	\$15,130	\$19,090	\$23,050	\$27,010	\$30,970	\$34,930	\$38,890	\$42,850	\$46,810	\$50,770	\$54,730	\$58,690	\$62,650	\$66,610
101.0000	\$11,282	\$15,281	\$19,281	\$23,281	\$27,280	\$31,280	\$35,279	\$39,279	\$43,279	\$47,278	\$51,278	\$55,277	\$59,277	\$63,277	\$67,276
102.0000	\$11,393	\$15,433	\$19,472	\$23,511	\$27,550	\$31,589	\$35,629	\$39,668	\$43,707	\$47,746	\$51,785	\$55,825	\$59,864	\$63,903	\$67,942
103.0000	\$11,505	\$15,584	\$19,663	\$23,742	\$27,820	\$31,899	\$35,978	\$40,057	\$44,136	\$48,214	\$52,293	\$56,372	\$60,451	\$64,530	\$68,608
104.0000	\$11,617	\$15,735	\$19,854	\$23,972	\$28,090	\$32,209	\$36,327	\$40,446	\$44,564	\$48,682	\$52,801	\$56,919	\$61,038	\$65,156	\$69,274
105.0000	\$11,729	\$15,887	\$20,045	\$24,203	\$28,361	\$32,519	\$36,677	\$40,835	\$44,993	\$49,151	\$53,309	\$57,467	\$61,625	\$65,783	\$69,941
106.0000	\$11,840	\$16,038	\$20,235	\$24,433	\$28,631	\$32,828	\$37,026	\$41,223	\$45,421	\$49,619	\$53,816	\$58,014	\$62,211	\$66,409	\$70,607
107.0000	\$11,952	\$16,189	\$20,426	\$24,664	\$28,901	\$33,138	\$37,375	\$41,612	\$45,850	\$50,087	\$54,324	\$58,561	\$62,798	\$67,036	\$71,273
108.0000	\$12,064	\$16,340	\$20,617	\$24,894	\$29,171	\$33,448	\$37,724	\$42,001	\$46,278	\$50,555	\$54,832	\$59,108	\$63,385	\$67,662	\$71,939
109.0000	\$12,175	\$16,492	\$20,808	\$25,125	\$29,441	\$33,757	\$38,074	\$42,390	\$46,707	\$51,023	\$55,339	\$59,656	\$63,972	\$68,289	\$72,605
110.0000	\$12,287	\$16,643	\$20,999	\$25,355	\$29,711	\$34,067	\$38,423	\$42,779	\$47,135	\$51,491	\$55,847	\$60,203	\$64,559	\$68,915	\$73,271
111.0000	\$12,399	\$16,794	\$21,190	\$25,586	\$29,981	\$34,377	\$38,772	\$43,168	\$47,564	\$51,959	\$56,355	\$60,750	\$65,146	\$69,542	\$73,937
112.0000	\$12,510	\$16,946	\$21,381	\$25,816	\$30,251	\$34,686	\$39,122	\$43,557	\$47,992	\$52,427	\$56,862	\$61,298	\$65,733	\$70,168	\$74,603
113.0000	\$12,622	\$17,097	\$21,572	\$26,047	\$30,521	\$34,996	\$39,471	\$43,946	\$48,421	\$52,895	\$57,370	\$61,845	\$66,320	\$70,795	\$75,269
114.0000	\$12,734	\$17,248	\$21,763	\$26,277	\$30,791	\$35,306	\$39,820	\$44,335	\$48,849	\$53,363	\$57,878	\$62,392	\$66,907	\$71,421	\$75,935
115.0000	\$12,846	\$17,400	\$21,954	\$26,508	\$31,062	\$35,616	\$40,170	\$44,724	\$49,278	\$53,832	\$58,386	\$62,940	\$67,494	\$72,048	\$76,602
116.0000	\$12,957	\$17,551	\$22,144	\$26,738	\$31,332	\$35,925	\$40,519	\$45,112	\$49,706	\$54,300	\$58,893	\$63,487	\$68,080	\$72,674	\$77,268
117.0000	\$13,069	\$17,702	\$22,335	\$26,969	\$31,602	\$36,235	\$40,868	\$45,501	\$50,135	\$54,768	\$59,401	\$64,034	\$68,667	\$73,301	\$77,934
118.0000	\$13,181	\$17,853	\$22,526	\$27,199	\$31,872	\$36,545	\$41,217	\$45,890	\$50,563	\$55,236	\$59,909	\$64,581	\$69,254	\$73,927	\$78,600
119.0000	\$13,292	\$18,005	\$22,717	\$27,430	\$32,142	\$36,854	\$41,567	\$46,279	\$50,992	\$55,704	\$60,416	\$65,129	\$69,841	\$74,554	\$79,266
120.0000	\$13,404	\$18,156	\$22,908	\$27,660	\$32,412	\$37,164	\$41,916	\$46,668	\$51,420	\$56,172	\$60,924	\$65,676	\$70,428	\$75,180	\$79,932
121.0000	\$13,516	\$18,307	\$23,099	\$27,891	\$32,682	\$37,474	\$42,265	\$47,057	\$51,849	\$56,640	\$61,432	\$66,223	\$71,015	\$75,807	\$80,598
122.0000	\$13,627	\$18,459	\$23,290	\$28,121	\$32,952	\$37,783	\$42,615	\$47,446	\$52,277	\$57,108	\$61,939	\$66,771	\$71,602	\$76,433	\$81,264
123.0000	\$13,739	\$18,610	\$23,481	\$28,352	\$33,222	\$38,093	\$42,964	\$47,835	\$52,706	\$57,576	\$62,447	\$67,318	\$72,189	\$77,060	\$81,930
124.0000	\$13,851	\$18,761	\$23,672	\$28,582	\$33,492	\$38,403	\$43,313	\$48,224	\$53,134	\$58,044	\$62,955	\$67,865	\$72,776	\$77,686	\$82,596
125.0000	\$13,963	\$18,913	\$23,863	\$28,813	\$33,763	\$38,713	\$43,663	\$48,613	\$53,563	\$58,513	\$63,463	\$68,413	\$73,363	\$78,313	\$83,263
126.0000	\$14,074	\$19,064	\$24,053	\$29,043	\$34,033	\$39,022	\$44,012	\$49,001	\$53,991	\$58,981	\$63,970	\$68,960	\$73,949	\$78,939	\$83,929
127.0000	\$14,186	\$19,215	\$24,244	\$29,274	\$34,303	\$39,332	\$44,361	\$49,390	\$54,420	\$59,449	\$64,478	\$69,507	\$74,536	\$79,566	\$84,595
128.0000	\$14,298	\$19,366	\$24,435	\$29,504	\$34,573	\$39,642	\$44,710	\$49,779	\$54,848	\$59,917	\$64,986	\$70,054	\$75,123	\$80,192	\$85,261
129.0000	\$14,409	\$19,518	\$24,626	\$29,735	\$34,843	\$39,951	\$45,060	\$50,168	\$55,277	\$60,385	\$65,493	\$70,602	\$75,710	\$80,819	\$85,927
130.0000	\$14,521	\$19,669	\$24,817	\$29,965	\$35,113	\$40,261	\$45,409	\$50,557	\$55,705	\$60,853	\$66,001	\$71,149	\$76,297	\$81,445	\$86,593
131.0000	\$14,633	\$19,820	\$25,008	\$30,196	\$35,383	\$40,571	\$45,758	\$50,946	\$56,134	\$61,321	\$66,509	\$71,696	\$76,884	\$82,072	\$87,259
132.0000	\$14,744	\$19,972	\$25,199	\$30,426	\$35,653	\$40,880	\$46,108	\$51,335	\$56,562	\$61,789	\$67,016	\$72,244	\$77,471	\$82,698	\$87,925
133.0000	\$14,856	\$20,123	\$25,390	\$30,657	\$35,923	\$41,190	\$46,457	\$51,724	\$56,991	\$62,257	\$67,524	\$72,791	\$78,058	\$83,325	\$88,591
134.0000	\$14,968	\$20,274	\$25,581	\$30,887	\$36,193	\$41,500	\$46,806	\$52,113	\$57,419	\$62,725	\$68,032	\$73,338	\$78,645	\$83,951	\$89,257
135.0000	\$15,080	\$20,426	\$25,772	\$31,118	\$36,464	\$41,810	\$47,156	\$52,502	\$57,848	\$63,194	\$68,540	\$73,886	\$79,232	\$84,578	\$89,924
136.0000	\$15,191	\$20,577	\$25,962	\$31,348	\$36,734	\$42,119	\$47,505	\$52,890	\$58,276	\$63,662	\$69,047	\$74,433	\$79,818	\$85,204	\$90,590
137.0000	\$15,303	\$20,728	\$26,153	\$31,579	\$37,004	\$42,429	\$47,854	\$53,279	\$58,705	\$64,130	\$69,555	\$74,980	\$80,405	\$85,831	\$91,256
138.0000	\$15,415	\$20,879	\$26,344	\$31,809	\$37,274	\$42,739	\$48,203	\$53,668	\$59,133	\$64,598	\$70,063	\$75,527	\$80,992	\$86,457	\$91,922
139.0000	\$15,526	\$21,031	\$26,535	\$32,040	\$37,544	\$43,048	\$48,553	\$54,057	\$59,562	\$65,066	\$70,570	\$76,075	\$81,579	\$87,084	\$92,588

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HEAP TABLE 3B: INCOME LEVELS FOR PERCENTAGE OF POVERTY BY HOUSEHOLD SIZE FY09
 PERCENT OF HOUSEHOLD SIZE

POVERTY	1.0000	2.0000	3.0000	4.0000	5.0000	6.0000	7.0000	8.0000	9.0000	10.0000	11.0000	12.0000	13.0000	14.0000	15.0000
140.0000	\$15,638	\$21,182	\$26,726	\$32,270	\$37,814	\$43,358	\$48,902	\$54,446	\$59,990	\$65,534	\$71,078	\$76,622	\$82,166	\$87,710	\$93,254
141.0000	\$15,750	\$21,333	\$26,917	\$32,501	\$38,084	\$43,668	\$49,251	\$54,835	\$60,419	\$66,002	\$71,586	\$77,169	\$82,753	\$88,337	\$93,920
142.0000	\$15,861	\$21,485	\$27,108	\$32,731	\$38,354	\$43,977	\$49,601	\$55,224	\$60,847	\$66,470	\$72,093	\$77,717	\$83,340	\$88,963	\$94,586
143.0000	\$15,973	\$21,636	\$27,299	\$32,962	\$38,624	\$44,287	\$49,950	\$55,613	\$61,276	\$66,938	\$72,601	\$78,264	\$83,927	\$89,590	\$95,252
144.0000	\$16,085	\$21,787	\$27,490	\$33,192	\$38,894	\$44,597	\$50,299	\$56,002	\$61,704	\$67,406	\$73,109	\$78,811	\$84,514	\$90,216	\$95,918
145.0000	\$16,197	\$21,939	\$27,681	\$33,423	\$39,165	\$44,907	\$50,649	\$56,391	\$62,133	\$67,875	\$73,617	\$79,359	\$85,101	\$90,843	\$96,585
146.0000	\$16,308	\$22,090	\$27,871	\$33,653	\$39,435	\$45,216	\$50,998	\$56,779	\$62,561	\$68,343	\$74,124	\$79,906	\$85,687	\$91,469	\$97,251
147.0000	\$16,420	\$22,241	\$28,062	\$33,884	\$39,705	\$45,526	\$51,347	\$57,168	\$62,990	\$68,811	\$74,632	\$80,453	\$86,274	\$92,096	\$97,917
148.0000	\$16,532	\$22,392	\$28,253	\$34,114	\$39,975	\$45,836	\$51,696	\$57,557	\$63,418	\$69,279	\$75,140	\$81,000	\$86,861	\$92,722	\$98,583
149.0000	\$16,643	\$22,544	\$28,444	\$34,345	\$40,245	\$46,145	\$52,046	\$57,946	\$63,847	\$69,747	\$75,647	\$81,548	\$87,448	\$93,349	\$99,249
150.0000	\$16,755	\$22,695	\$28,635	\$34,575	\$40,515	\$46,455	\$52,395	\$58,335	\$64,275	\$70,215	\$76,155	\$82,095	\$88,035	\$93,975	\$99,915
151.0000	\$16,867	\$22,846	\$28,826	\$34,806	\$40,785	\$46,765	\$52,744	\$58,724	\$64,704	\$70,683	\$76,663	\$82,642	\$88,622	\$94,602	\$100,581
152.0000	\$16,978	\$22,998	\$29,017	\$35,036	\$41,055	\$47,074	\$53,094	\$59,113	\$65,132	\$71,151	\$77,170	\$83,190	\$89,209	\$95,228	\$101,247
153.0000	\$17,090	\$23,149	\$29,208	\$35,267	\$41,325	\$47,384	\$53,443	\$59,502	\$65,561	\$71,619	\$77,678	\$83,737	\$89,796	\$95,855	\$101,913
154.0000	\$17,202	\$23,300	\$29,399	\$35,497	\$41,595	\$47,694	\$53,792	\$59,891	\$65,989	\$72,087	\$78,186	\$84,284	\$90,383	\$96,481	\$102,579
155.0000	\$17,314	\$23,452	\$29,590	\$35,728	\$41,866	\$48,004	\$54,142	\$60,280	\$66,418	\$72,556	\$78,694	\$84,832	\$90,970	\$97,108	\$103,246
156.0000	\$17,425	\$23,603	\$29,780	\$35,958	\$42,136	\$48,313	\$54,491	\$60,668	\$66,846	\$73,024	\$79,201	\$85,379	\$91,556	\$97,734	\$103,912
157.0000	\$17,537	\$23,754	\$29,971	\$36,189	\$42,406	\$48,623	\$54,840	\$61,057	\$67,275	\$73,492	\$79,709	\$85,926	\$92,143	\$98,361	\$104,578
158.0000	\$17,649	\$23,905	\$30,162	\$36,419	\$42,676	\$48,933	\$55,189	\$61,446	\$67,703	\$73,960	\$80,217	\$86,473	\$92,730	\$98,987	\$105,244
159.0000	\$17,760	\$24,057	\$30,353	\$36,650	\$42,946	\$49,242	\$55,539	\$61,835	\$68,132	\$74,428	\$80,724	\$87,021	\$93,317	\$99,614	\$105,910
160.0000	\$17,872	\$24,208	\$30,544	\$36,880	\$43,216	\$49,552	\$55,888	\$62,224	\$68,560	\$74,896	\$81,232	\$87,568	\$93,904	\$100,240	\$106,576
161.0000	\$17,984	\$24,359	\$30,735	\$37,111	\$43,486	\$49,862	\$56,237	\$62,613	\$68,989	\$75,364	\$81,740	\$88,115	\$94,491	\$100,867	\$107,242
162.0000	\$18,095	\$24,511	\$30,926	\$37,341	\$43,756	\$50,171	\$56,587	\$63,002	\$69,417	\$75,832	\$82,247	\$88,663	\$95,078	\$101,493	\$107,908
163.0000	\$18,207	\$24,662	\$31,117	\$37,572	\$44,026	\$50,481	\$56,936	\$63,391	\$69,846	\$76,300	\$82,755	\$89,210	\$95,665	\$102,120	\$108,574
164.0000	\$18,319	\$24,813	\$31,308	\$37,802	\$44,296	\$50,791	\$57,285	\$63,780	\$70,274	\$76,768	\$83,263	\$89,757	\$96,252	\$102,746	\$109,240
165.0000	\$18,431	\$24,965	\$31,499	\$38,033	\$44,567	\$51,101	\$57,635	\$64,169	\$71,163	\$77,737	\$84,271	\$90,805	\$97,339	\$103,873	\$109,907
166.0000	\$18,542	\$25,116	\$31,689	\$38,263	\$44,837	\$51,410	\$57,984	\$64,557	\$71,557	\$78,153	\$84,786	\$91,359	\$97,925	\$104,499	\$111,173
167.0000	\$18,654	\$25,267	\$31,880	\$38,494	\$45,107	\$51,720	\$58,333	\$64,946	\$71,560	\$78,173	\$84,786	\$91,359	\$98,012	\$104,626	\$111,239
168.0000	\$18,766	\$25,418	\$32,071	\$38,724	\$45,377	\$52,030	\$58,682	\$65,335	\$71,988	\$78,641	\$85,294	\$91,946	\$98,599	\$105,252	\$111,905
169.0000	\$18,877	\$25,570	\$32,262	\$38,955	\$45,647	\$52,339	\$59,032	\$65,724	\$72,417	\$79,109	\$85,801	\$92,494	\$99,186	\$105,879	\$112,571
170.0000	\$18,989	\$25,721	\$32,453	\$39,185	\$45,917	\$52,649	\$59,381	\$66,113	\$72,845	\$79,577	\$86,309	\$93,041	\$99,773	\$106,505	\$113,237
171.0000	\$19,101	\$25,872	\$32,644	\$39,416	\$46,187	\$52,959	\$59,730	\$66,502	\$73,274	\$80,045	\$86,817	\$93,588	\$100,360	\$107,132	\$113,903
172.0000	\$19,212	\$26,024	\$32,835	\$39,646	\$46,457	\$53,268	\$60,080	\$66,891	\$73,702	\$80,513	\$87,324	\$94,136	\$100,947	\$107,758	\$114,569
173.0000	\$19,324	\$26,175	\$33,026	\$39,877	\$46,727	\$53,578	\$60,429	\$67,280	\$74,131	\$80,981	\$87,832	\$94,683	\$101,534	\$108,385	\$115,235
174.0000	\$19,436	\$26,326	\$33,217	\$40,107	\$46,997	\$53,888	\$60,778	\$67,669	\$74,559	\$81,449	\$88,340	\$95,230	\$102,121	\$109,011	\$115,901
175.0000	\$19,548	\$26,478	\$33,408	\$40,338	\$47,268	\$54,198	\$61,128	\$68,058	\$74,988	\$81,918	\$88,848	\$95,778	\$102,708	\$109,638	\$116,568

HEAP TABLE4: REIMBURSEMENT BY POVERTY RATIO

10/01/12
 PERCENT WINTER COST
 OF REIM-
 POVERTY BURSED
 =====

<50	50.00
50.0000	50.00
51.0000	49.75
52.0000	49.50
53.0000	49.25
54.0000	49.00
55.0000	48.75
56.0000	48.50
57.0000	48.25
58.0000	48.00
59.0000	47.75
60.0000	47.50
61.0000	47.25
62.0000	47.00
63.0000	46.75
64.0000	46.50
65.0000	46.25
66.0000	46.00
67.0000	45.75
68.0000	45.50
69.0000	45.25
70.0000	45.00
71.0000	44.75
72.0000	44.50
73.0000	44.25
74.0000	44.00
75.0000	43.75
76.0000	43.50
77.0000	43.25
78.0000	43.00
79.0000	42.75
80.0000	42.50
81.0000	42.25
82.0000	42.00
83.0000	41.75
84.0000	41.50
85.0000	41.25
86.0000	41.00
87.0000	40.75
88.0000	40.50
89.0000	40.25
90.0000	40.00
91.0000	39.75
92.0000	39.50

HEAP TABLE4: REIMBURSEMENT BY POVERTY RATIO

10/01/12

PERCENT OF POVERTY WINTER COST REIMBURSED

=====

=====

93.0000	39.25
94.0000	39.00
95.0000	38.75
96.0000	38.50
97.0000	38.25
98.0000	38.00
99.0000	37.75
100.0000	37.50
101.0000	37.25
102.0000	37.00
103.0000	36.75
104.0000	36.50
105.0000	36.25
106.0000	36.00
107.0000	35.75
108.0000	35.50
109.0000	35.25
110.0000	35.00
111.0000	34.75
112.0000	34.50
113.0000	34.25
114.0000	34.00
115.0000	33.75
116.0000	33.50
117.0000	33.25
118.0000	33.00
119.0000	32.75
120.0000	32.50
121.0000	32.25
122.0000	32.00
123.0000	31.75
124.0000	31.50
125.0000	31.25
126.0000	31.00
127.0000	30.75
128.0000	30.50
129.0000	30.25
130.0000	30.00
131.0000	29.75
132.0000	29.50
133.0000	29.25
134.0000	29.00
135.0000	28.75
136.0000	28.50
137.0000	28.25

HEAP TABLE4: REIMBURSEMENT BY POVERTY RATIO

10/01/12 PERCENT OF POVERTY =====	WINTER COST REIM- BURSED =====
138.0000	28.00
139.0000	27.75
140.0000	27.50
141.0000	27.25
142.0000	27.00
143.0000	26.75
144.0000	26.50
145.0000	26.25
146.0000	26.00
147.0000	25.75
148.0000	25.50
149.0000	25.25
150.0000	25.00
>150	0.00

PERCENT REIMBURSED = WS-PCT-CR-BASE - (WS-PCT-CR-FACTOR * PERCENT OF POVERTY)

WS-PCT-CR-BASE AND WS-PCT-CR-FACTOR ARE FROM MATRIX TABLE 2B



Development
Services Agency

2013 - 2014

**EDITION OF
THE OFFICE OF COMMUNITY ASSISTANCE (OCA)**

**ENERGY ASSISTANCE
GUIDELINES**

For

The Home Energy Assistance Program (HEAP)

The Winter Crisis Program (WCP)

The Summer Crisis Program (SCP)

Percentage of Income Payment Plan (PIPP) Plus

Noteworthy Changes

DRAFT

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I – ENERGY ASSISTANCE PROGRAMS

E-1 Energy Assistance Programs Overview

Home Energy Assistance Program (HEAP) - The Home Energy Assistance Program is a federally funded program designed to help low-income Ohioans with their winter heating bills. The program runs from June 1 to May 31.

Winter Crisis Program (WCP) - The Winter Crisis Program (WCP) provides financial assistance to low-income households that are threatened with disconnection of their heating source; have already had service disconnected; need to establish new service or pay to transfer service; or have 25% or less of the fuel capacity in their tank. The WCP program year runs from November 1 to March 31. Agencies have until April 15 to finish incomplete or pending applications.

Summer Crisis Program (SCP) - The Summer Crisis Program (SCP) provides assistance with the electric energy source for applicants determined eligible by the current SCP State Issued Grant Agreement, Exhibit 1, Scope of Work. The SCP typically runs from July 1 to August 31. Agencies have until September 15 to finish any incomplete or pending applications.

Percentage of Income Payment Plan (PIPP) Plus - To be eligible for the PIPP Plus program, a customer must receive their electric or gas service from a company regulated by the Public Utilities Commission of Ohio (PUCO), must have a total household income which is at or below 150% of the federal poverty level, and must apply for all energy assistance programs for which he or she is eligible. For Gas PIPP Plus, the utility must be a primary or secondary heat source.

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E-2 Eligibility requirements

E-2.1 Income guidelines

To be income-eligible a household must have total household income for the last 12-months or 90-days equal to or less than **175%** of the federal poverty guidelines. Income guidelines representing the **175%** calculation are revised annually. The period to be used in determining annual income must not be more than 12-months or less than the 90 day period preceding the request for assistance by the household.

The following chart displays income levels by household size and should be used to determine eligibility. Income guidelines listed below represent the **175%** calculation for 2013-2014 energy assistance programs and are revised annually.

Household Size	Yearly Income	13 Weeks
1	\$20,107.50	\$5,026.88
2	\$27,142.50	\$6,785.63
3	\$34,177.50	\$8,544.38
4	\$41,212.50	\$10,303.13
5	\$48,247.50	\$12,061.88
6	\$55,282.50	\$13,820.63
7	\$62,317.50	\$15,579.38
8	\$69,352.50	\$17,338.13

Households with more than eight members should add \$7,035 to the yearly income or \$1758.75 to the quarterly income for each additional member.

NOTE: Percentage of Income Payment Plan (PIPP) Plus eligibility remains at 150% of poverty.

E-2.2 Household Income – Countable and Excluded

Household income is defined as the gross income of all household members, except wage or salary income earned by dependent minors less than 18 years of age. Heads of household and spouses may never be considered minors. Gross income includes, but is not limited to, wages (excluding documented health insurance premiums), interest, annuities, pensions, Social Security (excluding Medicare premiums), retirement, employment disability, public assistance, Supplemental Security Income (SSI), alimony, child support, unemployment benefits, Workers' Compensation and any other indirect income such as utility allowance. Other exclusions may apply if documented.

INCLUDED (COUNTABLE) INCOME

Active Military Pay (Basic pay)

Adoption Assistance

Alimony

Annuity

Black Lung

Capital Gains - Proceeds from sale of property, home and stock

Cash Withdrawals from Individual Retirement Accounts (IRA)

Child Support Received

Company Disability and Black Lung

Disability Assistance (DA)

Estate and Trust Settlements - minus attorney fees

Farm Income

Garnisheed Wages, including Bankruptcy/Chapter 13

Monetary Assistance

Grants/Training Stipends – living expenses only

Immigrant Relocation Allowance

Income received from Gas and Oil Leases

Interest earned from Savings Accounts

Lump Sum Distribution

Odd Jobs

Pensions - Government/Veterans/Private Industry

Rental Income

Self-Employment

Social Security, Supplemental Security Income (SSI) Social Security Disability (SSDI)

Strike Benefits

Temporary Assistance to Needy Families (TANF)

Unearned income paid to or on the behalf of minors

Unemployment Benefits

Utility Allowances (as discretionary income)

Wages/Tips

Workers' Compensation

See E-2.4 for Excluded Income

E-2.3 Documentation of Countable Income

Acceptable documentation of income is a reference guide. Although there are various types listed for some sources of income only one is required.

***** IRS Tax forms** are acceptable proof for certain types of income, however they must be current (ex: 2012 for 2013/2014 HEAP program) and clarification is needed in most cases. The federal gross is used when calculating income from a tax form.

**** 90 Day Rule---**Lump sum payments should be prorated over either the 90-day/3-month or 12-month eligibility period)-If the past 90-day/3-month income is used, that amount must be annualized, ex: income for the past 3 months was \$100 per month, total household income annualized would be \$1200 yearly

* See "**Wages**" section.

PLEASE NOTE: "OCA/HEAP ONLY" refers to rules and regulations followed by the Ohio Development Services Agency (ODSA) OCA HEAP program only.

INCOME SOURCE	ACCEPTABLE DOCUMENTATION
<u>ACTIVE MILITARY PAY (BASIC PAY)</u>	1. Check stub/Pay Statement
<u>ADOPTION ASSISTANCE</u>	1. Stated on application with clarification if necessary (OCA/HEAP only) 2. Copy of check or assistance statement 3. Signed Office of Community Assistance (OCA) Self-Declaration Form (this form is primarily used by the Community Action Agencies) or signed letter with amounts listed (Please refer to E-2.13)
<u>**ALIMONY DIVORCE SETTLEMENTS/SPOUSAL SUPPORT</u>	1. Stated on application with clarification if necessary (OCA/HEAP only) 2. Bank statement 3. Court Documents 4. *IRS Form 1040 (line 11) 5. Signed OCA Self-Declaration Form or signed letter with amounts listed (Please refer to E-2.13)
<u>**ANNUITIES</u>	1. Stated on application with scanned documentation from previous year (OCA/HEAP only) 2. Copy of check 3. Most recent *IRS form 1099-R (box 1) 4. Most recent *IRS form 1040 (line 16a) with clarification if necessary 5. Signed OCA Self-Declaration Form or signed letter with amounts listed (Please refer to E-2.13) 6. Bank Statements
<u>BLACK LUNG</u>	1. Stated on application with scanned documentation from previous year (OCA/HEAP only) 2. Copy of check 3. Award letter

<u>**CAPITAL GAINS</u>	<ol style="list-style-type: none"> 1. *IRS Tax Statement Form1040 (line 13) with Schedule D 2. *IRS Tax Statement Form 1099-DIV
<u>**CASH DISTRIBUTIONS/ WITHDRAWALS FROM INDIVIDUAL RETIREMENT ACCOUNTS (IRA)</u>	<ol style="list-style-type: none"> 1. Stated on application with scanned documentation from previous year (OCA/HEAP only) 2. Copy of check 3. Most recent *IRS Form 1099-R (box 1) 4. *IRS Form 1040 (line 15a/15b) with clarification if necessary
<u>CHILD SUPPORT RECEIVED</u>	<ol style="list-style-type: none"> 1. Stated on application with clarification if necessary (OCA/HEAP only) 2. Payment Printout/statement from agency issuing payments ex: Ohio Department of Job and Family Services (ODJFS) 3. Court Documents with clarification of amounts if necessary 4. Copy of check 5. Signed OCA Self-Declaration Form or signed letter with amounts listed (Please refer to E-2.13)
<u>COMPANY/EMPLOYMENT DISABILITY</u>	<ol style="list-style-type: none"> 1. Award letter with clarification if necessary 2. Copy of check stub/pay statement with clarification if necessary
<u>DISABILITY ASSISTANCE (DA)/ GENERAL ASSISTANCE (GA)</u>	<u>See TEMPORARY ASSISTANCE TO NEEDY FAMILIES (TANF)</u>
<u>**ESTATE AND TRUST SETTLEMENTS</u>	<ol style="list-style-type: none"> 1. Written documentation from executor, attorney, bank representative, administrator of estate, Power of Attorney (POA) etc. Note: Attorney's fees are excluded 2. *IRS Form 1040 (line 17) with Schedule E (this is correct according to the IRS website)
<u>GARNISHEED WAGES/CHAPTER 13 BANKRUPTCY</u>	<u>See WAGES</u>
<u>** MONETARY ASSISTANCE, NO INCOME, ZERO INCOME (NON- DISCRETIONARY VS. DISCRETIONARY INCOME)</u> <u>MONETARY ASSISTANCE</u> <u>If the applicant answers "OTHER" to question #6 on the application</u>	<ol style="list-style-type: none"> 1. Stated on application with oral clarification if necessary – (OCA/HEAP only) 2. A signed letter from the person giving the applicant money should include the amount(s) and the frequency of assistance. <p>Remember to determine if the amount is a ***loan – if the client states they are expected to pay the money back, this would be considered a loan and would NOT be counted as income).</p>

<p align="center"><u>NO INCOME/ZERO INCOME</u></p> <p>If the applicant answers “<u>NO INCOME</u>” or “<u>ZERO INCOME</u>” to Question #7 on the application</p>	<p>1. A signed OCA Self-Declaration Form explaining how the customer is surviving and/or maintains their household. This form must explain in detail the customer's source of maintaining shelter; receiving food, etc. (Please refer to E-2.13).</p>
<p align="center"><u>NON-DISCRETIONARY INCOME</u></p>	<p>EXAMPLE: If payments for rent, utilities, etc. are paid directly to the payee (gas co. landlord etc.) and this is documented from a signed letter of the person who paid the bill or a cancelled check etc. this is considered NON-DISCRETIONARY income and WOULD NOT be counted.</p>
<p align="center"><u>DISCRETIONARY INCOME</u></p>	<p>EXAMPLE: If the cash was given directly to the client for them to pay the bills at their own discretion; it would be considered DISCRETIONARY income and WOULD be counted.</p> <p>***LOANS—Loans are never counted /included as income. Gifts are included as income <u>only</u> if they are DISCRETIONARY.</p>
<p><u>GRANTS/Training Stipends/Work Study Programs, Fellowships, Scholarships</u> (exclude amounts for books, educational fees, and tuition)</p>	<ol style="list-style-type: none"> 1. Statement from educational institution or company providing grant with clarification if necessary 2. Award Letter with clarification if necessary 3. Signed OCA Self-Declaration Form or signed letter from client (Please refer to E-2.13) 4. *IRS Form 1099 and 1040 (line 7) 5. *IRS Form W-2 <p>Some students receive a tax form (W-2 or 1099) for Work Study Programs, Fellowships and Scholarships. Amounts used for books, educational fees and tuition are excluded.</p> <p>Example: Susan Harris, who attends The Ohio State University, receives a \$2,000 scholarship, with \$1,000 specifically designated for tuition and \$1,000 specifically designated for living expenses. Her tuition is \$1,600. She may exclude \$1,000 from income, but the other \$1,000 designated for living expenses is taxable and must be included in income.</p> <ol style="list-style-type: none"> 1. Allowance Statement 2. Copy of check with clarification if necessary
<p><u>IMMIGRANT RELOCATION ALLOWANCE</u></p>	<ol style="list-style-type: none"> 1. Allowance Statement 2. Copy of check with clarification if necessary

<p><u>INTEREST</u> (earned from financial accounts)</p>	<ol style="list-style-type: none"> 1. Stated on application with clarification if necessary (OCA/HEAP only) 2. Bank statement 3. Most recent *IRS form 1099 (form INT boxes 1-3) 4. Most recent *IRS form 1040 (line 8a through 9b) (box 1) 5. Signed letter with amounts listed with oral clarification if necessary (OCA/HEAP only)
<p><u>**LUMP SUM DISTRIBUTION/Social Security or Disability Lump Sum Awards, Insurance Policy Payouts, Lottery winnings etc. (See E-2.9)</u></p>	<ol style="list-style-type: none"> 1. Statement from financial institution 2. Copy of check with clarification if necessary 3. *IRS Form 1040 (line 21) 4. *IRS Form W-2, W-2G
<p><u>ODD JOBS/Income in exchange for labor</u></p>	<ol style="list-style-type: none"> 1. Stated on application with amount(s) listed with clarification if necessary 2. Signed letter from individual or company providing the income source with amounts listed 3. Signed letter from client with amount listed 4. If client provides an *IRS tax statement then the client is self-employed, see rules for self-employment documentation 5. Signed OCA Self-Declaration Form for signed letter with amounts listed (Please refer to E-2.13) <p>Fair market value of labor example: A landlord gives the manager of an apartment building free rent in place of a salary. The amount of rent a landlord would receive for the managers apartment is \$500 a month. \$500 a month would be the manager's monthly income.</p>
<p><u>PENSIONS-Government, VA, Private Industry-Government Pensions include: Public Employees Retirement Systems (PERS), School Employees Retirement Pension (SERS) Veterans Pension (VA), Police, Firefighters, Railroad Workers</u></p>	<ol style="list-style-type: none"> 1. Stated on application and on last year's file with scanned documents with clarification of current amounts (OCA/HEAP only) 2. Copy of check – If pension is from a private company, and no company name is listed, clarification of the name is acceptable. 3. Award letter 4. Most recent *IRS form 1099-R (box 1) 5. *IRS form 1040 line 16a/16b 6. Signed OCA Self-Declaration Form or letter with amounts listed (Please refer to E-2.13) 7. Bank Statements

<p><u>SELF EMPLOYMENT, Farm income/**Rental Income</u></p>	<ol style="list-style-type: none"> 1. Most recent *IRS Form 1040 (line 12, with schedule C/CZ, Line 17 with Schedule E or Line 18 with Schedule F) etc. 2. **Form which shows deductions (type) and gross profit with current information; this can be a handwritten form as long as current information (at least 3 months/90 days) is included. 3. *IRS Form 1099-Misc (box 1) 4. Quarterly Statements (past 3 months/90 days) 5. Copy of financial statements or accounting records for at least the past 90 days/3 months 6. Signed OCA Self-Declaration Form with amounts (including profit after deductions/expenses listed (Please refer to E-2.13). <p>If the client states that they do not file taxes on their self-employment income, refer to: Odd Jobs section.</p> <p>***If the client states that they receive rental income but do not file taxes on this income, ex: receives \$300 a month from son for renting him a home etc., this is not considered self-employment, list this as "other" income in OCEAN.</p> <p>HEAP/WCP/SCP allows the client to use the same deductions to calculate gross income/profit as the IRS; with the exception of: Business Expansion and Carryover/Net Operating Loss (NOL). These two deductions must be added back into the client's total income. You will find these deductions on the appropriate tax forms/schedules.</p>
<p><u>SOCIAL SECURITY, SSI, SSA, SSDI</u></p>	<ol style="list-style-type: none"> 1. **Award/Benefit Letter 2. Bank Statement with Deposit Amount 3. Copy of Check 4. Printout from Social Security Office 5. Most recent *IRS Form SSA-1099 (box 3) 6. Most recent *IRS Form 1040 (line 20a-20b) 7. (ODJFS) website Client Registry Information System-Enhanced (CRISE) (OCA/HEAP only) 8. Stated on application with scanned documents from the previous year's file (OCA/HEAP only)
<p><u>STRIKE BENEFITS</u></p>	<ol style="list-style-type: none"> 1. Check stub/pay statement
<p><u>TEMPORARY ASSISTANCE TO NEEDY FAMILIES (TANF): Disability Assistance (DA), General Assistance (GA), Ohio Works First (OWF) Aid to Dependent Children (ADCF) Welfare, Public Assistance</u></p>	<ol style="list-style-type: none"> 1. Copy of check 2. ODJFS documents/printout 3. Bank statement 4. CRIS-E (OCA/HEAP only) 5. Signed OCA self-declaration Form or letter from client with amounts listed 6. Stated on application---must match payment standard sheet for household size and must

	include case number (see question 5 on application) (OCA/HEAP only).
<u>UNEARNED INCOME PAID TO OR ON BEHALF OF MINORS/SS, SSI, Child Support received</u>	See appropriate “Types of Acceptable Documentation” box within this section.
<u>UNEMPLOYMENT BENEFITS</u>	<ol style="list-style-type: none"> 1. Copy of check/Award amount letter 2. ODJFS printout (must list name and/or social security number and date) 3. Eligibility letter with amounts and date 4. Most recent *IRS Form 1040 (line 19) 5. Most recent *IRS Form 1099-G (box 1)
<u>UTILITY ALLOWANCES</u> (if received as discretionary income)	<ol style="list-style-type: none"> 1. Housing Authority Documentation 2. Lease/Rental Agreement 3. Printout/Documentation from ODJFS 4. Stated on Application--- (OCA/HEAP only) Since utility allowances are usually a very small amount of income it is acceptable if the client explains how they are surviving, for example: The client states they are receiving food stamps (see question 5 on application) and live in government subsidized housing (see question 10 on application) no further documentation or clarification is needed.
<u>WAGES/*Gross Earnings</u>	<ol style="list-style-type: none"> 1. Pay stub(s) —must be dated within the past 30 days from the application date and must cover income period of (at least) the past 90 days/3 months 2. Statement from employer (must list client's name) with company name <p>TIPS: If tips are not declared or listed, we need to clarify the amount received, for example; a waitress/bartender/busboy is paid \$2 an hour, their income is supplemented by tips to equal \$10 an hour, and we need clarification, proof of the addition \$8 tip income.</p> <p>*Garnisheed Wages, Chapter 13 Bankruptcy and elective payroll deductions (ex: Christmas Club, payroll advances etc.) are included in total gross household income; these are usually listed in the deduction section on a paystub.</p>
<u>**WORKERS COMPENSATION</u>	<ol style="list-style-type: none"> 1. Award letter with clarification of amounts if necessary 2. Printout/letter from agency providing disability Compensation (Bureau of Workers Comp (BWC)) etc. 3. Copy of check with clarification if necessary 4. Bank statement

E-2.4 Excluded Income

Agent Orange Compensation/Benefit

Assets from bank withdrawals

Attorney's fees for Estate & Trust Settlements

*Child Support Paid

FEMA – Cash Payments

Food Stamps/Cash Payment for food stamps

*Funds/training stipends designated for specific purposes (i.e., educational Grants/Training stipends for tuition and/or books only-not living expenses).

Handicapped Income - self-sufficiency programs (example: work expenses for the blind)

Health Care Spending Accounts – non-taxable health care spending accounts are allowable deductions from income and should be treated the same as health insurance premiums in OCEAN

*Health Insurance Premiums (dental, vision, health and supplemental insurance)

Income earned by dependent minors less than 18 years of age

*Loans from individuals or institutions requiring repayment of either principle or principal and interest

Medicaid spend-down

Medicare Payments

*Military Allowances for Subsistence, Housing, Family Separation, etc.

Prevention, Retention, & Contingency (PRC) - assistance to attempt to divert families from long term financial dependency

Stipend for Foster Care

Reverse Mortgages

Tax refunds and rebates

Title III Disaster Relief Emergency Assistance Program (DREAP)

Title V Wages/Senior Community Employment Programs (SCEP) - Older Americans' Act (Public Law 100-175) Experience Works (formerly Green Thumb), Foster Grandparents Program, Mature Services

Transportation Allowances (i.e., Workforce Investment Act (WIA), Job Training Partnership Act (JTPA), Workfare

Work Allowances (i.e., Learning Earning and Parenting [LEAP]

Volunteers in Service to America (Vista) or other AmeriCorps Stipends

* These exclusions require documentation.

See E-2.2 for Countable Income

E-2.5 Household Size

1. Tax dependents are to be counted.
2. Those in military service are to be counted.
3. Those temporarily in hospital/nursing home are to be counted – unless long term (>6 months) or permanently.
4. Those sharing a kitchen or bath are to be counted. **However, a Live-in Aide should NOT be counted, nor should their income. Documentation verifying Live-in Aide designation is required. Please see Appendix V for a copy of the Live-in-Aide form.**
5. Children of divorced/separated couples are to be counted based on the following information
 - a) Who has LEGAL custody?;
 - b) If JOINT custody, who claims them for tax purposes?;
 - c) If joint tax filed, who applies for energy assistance first?;
6. Foster children should NOT be counted, nor should foster care income.
7. Those in prison/jail for an extended term (>6 months), are NOT to be counted.
8. Foreign students may not apply as separate households.
9. College students, living away from home, are to be counted as part of the household if they are claimed as dependents for tax purposes. However, the tax dependent student may still apply for assistance as a separate household. If this situation causes a duplication error in the OCEAN system, please contact OCA OCEAN Help Desk.

E-2.6 Immigration Status

U.S. Citizens or Nationals

Proof of citizenship or Alien status **is required for the primary applicant.** Below is the list of acceptable documentation of Citizenship:

1. At a minimum, a signed statement from the primary applicant which declares under penalty of perjury, that they are a U.S. citizen. The Energy Assistance Programs Application will suffice and does not require notarization.
2. Birth Certificate/Hospital Birth Records
3. U.S. Passport.
4. Military Service Records.
5. Voter Registration Cards.
6. Baptismal Record (Only when place and date of birth is shown).
7. Immigration and Naturalization Service (INS) ID Card.
8. Refugee Registration Cards.
9. Permanent Visa.

10. Naturalization Papers/Certifications of Citizenship (INS Form I-179, INS Form I-197).
11. Native American Census Records.
12. Alien Registration Cards/Re-entry Permits.
13. INS Form I-551
14. INS Form I-94 if annotated with either: a) Sections 203(a) (7), 207, 208, 212(d) (5), 243(h), or 241(b)(3) of the Immigration and Nationality Act: or b) One or a combination of the following terms: Refugee, Parolee, or Asylee.
15. INS Form G-641, "Application for verification of Information from INS Records", when annotated at bottom by INS representative as lawful admission for humanitarian reasons.
16. Documentation that alien is classified pursuant to Sections: 101(a) (2), 203(a), 204(a) (1) (a), 207, 208, 212(d) (5), 241(b) (3), 243(h), or 244(a)(3), of the Immigration and Nationality Act.
17. Court order stating that deportation has been withheld pursuant to Section 241(b) (3) 04 243(h) or of the Immigration and Nationality Act.
18. Documentation of current enrollment in and/or receiving services through Ohio Works First (OWF), Cash Assistance, and/or Medicaid, i.e., a copy of the Cash Issuance History or a copy of their medical card showing they are eligible for the dates including the application period.

Non-citizens with Documentation

All primary applicants who are not U.S. citizens or nationals, i.e., those applicants that mark "Not a U.S. citizen", must provide documentation of their current alien status. **This applies only to the primary applicant.** Acceptable forms of documentation are as follows:

1. Immigration and Naturalization Service (INS) ID card,
2. Refugee Registration Cards,
3. Permanent Visa (Green Card)
4. Naturalization Papers/Certifications of Citizenship (INS Form I-179, INS Form I-197),
5. Native American Census Records,
6. Alien Registration Cards/Re-entry Permits,
7. INS Form I-551 or Form I-688,
8. INS Form I-94 if annotated with either: a) Sections 203(a) (7), 207, 208, 212(d) (5), 243(h), or 241(b) (3) of the Immigration and Nationality Act: or b) one or a combination of the following terms: Refugee, Parolee, or Asylee,
9. INS Form G-641, "Application for verification of Information from INS Records", when annotated at bottom by INS representative as lawful admission for humanitarian reasons,

10. Documentation that alien is classified pursuant to Sections: 101(a) (2), 203(a), 204(a) (1) (a), 207, 208, 212(d) (5), 241(b) (3), 243(h), or 244(a)(3), of the Immigration and Nationality Act,
11. Court order stating that deportation has been withheld pursuant to Section 241(b) (3) 04 243(h) or of the Immigration and Nationality Act,
12. Documentation of current enrollment in and/or receiving services through Ohio Works First (OWF), Cash Assistance, and/or Medicaid, i.e., a copy of the Cash Issuance History or a copy of their medical card showing they are eligible for the dates including the application period.

Non-citizens without Documentation

A household member who claims to be of an ineligible alien status does not have to verify his status and cannot receive assistance and is, therefore, ineligible. Any ineligible household members, (i.e., undocumented aliens, duplicates etc.) cannot be included in the household, nor should their income be counted. If there are no eligible members in the household, or if the only eligible members are children, then the household is not eligible for assistance.

E-2.7 Ineligible Person in an Eligible Household

Any person who is found to be “ineligible” due to citizenship issues in an “eligible” household is not to be counted as part of that household, nor is that person’s income to be counted. Ineligible persons include the following: foster children, undocumented aliens, **person’s in the United States on a student visa**, duplicates within the OCEAN system (previously counted in another household), and those incarcerated for a period longer than six months.

E-2.8 Countable Income Periods

Only count the income actually received during the time period that you are using for calculations. Example - If a customer receives 11 payments in the 12-month period you are using, then only the total of those 11 payments are used to calculate income. DO NOT make up data just to have 12 payments.

Calculate each source of income: (12 month)

Using: 52 weeks per year
 26 pay periods per year, if paid every two weeks
 4 1/3 weeks per month

E-2.9 Lump Sums

Prorated lump sum amounts are not to be counted as monthly income when determining PIPP Plus payments.

If the lump sum was received outside of the 90 days then you would not count it. However, if it is in the bank and the lump sum is earning interest, only the interest is counted as income.

E-2.10 Assets Test

The energy assistance programs administered by OCA do not have an assets test in determining eligibility for benefits.

E-2.11 Calculation of Household Income (except self-employed)

Follow steps 1-4 (below) for all the energy assistance program applicants **except those filing with the Internal Revenue Services (IRS) as self-employed**. This procedure applies to both the 90-day and 12-month income eligibility periods.

Step 1 Add the total annual gross income for each adult member of the household who is 18 years of age or older. Do not include wage or salary income earned by dependent minors less than 18 years of age. (See definition and countable income list).

Step 2 Subtract any source of income found on the income exclusion list.

Step 3 Add all prorated monthly lump sum amounts.

Step 4 Compare the results of your calculations (steps 1, 2, 3) with the income eligibility guideline (**See E-2.1**)

E-2.12 Calculation of Income for Self-Employed

In the computation of gross household income, the net income from operation of a business or profession, or rental of real or personal property should be used. **With the exception of expenditures for business expansion and carryover losses**, all operating expenses accepted by the United States Internal Revenue Service shall be accepted by the energy assistance programs administered by OCA, in the cases where net income is accepted.

A copy of the applicant's IRS tax statement or similar document which reflects gross profit and a list of business expenses for the specific twelve months or 90-days previous to and including the date of application are required for final approval of self-employed applicants. Refer questions on self-employment income calculation to the OCA office.

E-2.13 Self-Declaration of Income Statement and Zero Income Statement

All household members 18 years of age and older, unable to supply complete income documentation, must complete an Energy Assistance Program/Income Self-Declaration Form. During the intake process, if there is reason to believe that additional income may exist, every effort should be made to obtain the documentation. A Self-declaration statement is not income documentation. Qualifying an applicant through the acceptance of a Self-declaration should rarely occur and only after attempts to obtain income documentation have failed. All notes should be added to OCEAN.

Zero Income Statement- Persons stating zero (0) income must also complete the Energy Assistance Program/Income Self-Declaration Form and explain their ability to exist (i.e., source of food and shelter). An explanation must be provided on the OCEAN Self-Declaration form.

NOTE - All persons stating ZERO (0) income who request the 180 day waiver of the minimum \$10 PIPP Plus payment (available not more than once in any five year period) must re-verify their income if their household income changes during

the 180 day period. If the customer's monthly PIPP Plus installment has not been re-verified during the 180 day period due to a change in household income, the customer shall be required at the end of the 180 day period to have the monthly household income re-verified and shall pay the calculated monthly PIPP Plus installment amount or the minimum \$10 payment, whichever is greater. Customers must return to the agencies for PIPP Plus re-verification. Appointments are strongly recommended.

E-2.14 Completion of the HEAP Application

The Local Delegate Agency (LDA) is responsible for completing the current program year's HEAP application at the same time the WCP, SCP or PIPP Plus application is completed. Should the HEAP application require additional documentation or information, enter detailed notes into OCEAN. If the HEAP application is incomplete in OCEAN or was started by another organization, the LDA should complete the application if all required documents have been submitted.

DRAFT

II – THE WINTER CRISIS PROGRAM (WCP)

W-1 Eligibility Determination & Payment Guidelines for the Winter Crisis Program

Winter Crisis funds can be paid on behalf of an eligible household once per winter heating season.

A written notification of eligibility or denial of eligibility must be issued to the applicant within 48 hours.

Fuel must be ordered and/or arrangements made for delivery or reconnection within 48 hours for all applicants found eligible.

Fuel must be ordered and/or arrangements made for delivery or reconnection within 18 hours for all applicants found eligible and in a life-threatening situation.

All written notification must be completed and issued to the fuel vendor within five working days from date of application. Notification of intent to pay may be issued by mail, email or faxed.

Households may receive assistance for either the main heating source and/or the secondary heating source (electric):

If the customer's furnace requires electricity (secondary heating source), the electric service must be on in order to assist with the main heating source. (Example: A gas forced air furnace requires electricity to power the fan.)

If the customer's heating source does not require electricity to run, then no assistance may be given for the electric service. (Example: Kerosene fueled space heater.)

The following are conditions must be assessed to determine eligibility and payment amounts for households applying for emergency assistance:

1. There must be a face-to-face interview with an adult (18 years or older) household member. If the applicant cannot visit the intake site due to medical reasons or infirmity, LDA staff must make a home visit. This requirement can only be waived if a designated person living outside of the household has been empowered to act for the applicant of record by obtaining a current power of attorney or current notarized statement. The application must be completed, signed and dated. Please note current is defined as 12 months from the date of the application.
2. All gross income for the previous 90 days or 12 months, including self-declarations, must be verified, documented and maintained in the case file and scanned into OCEAN.
 - a. To determine if the household is income eligible, first use the 90-day test. If the household is over-income for the previous 90 days, use the 12-month income test. The income that qualifies the household must be supported by documentation.
 - b. If the household is over-income for both the 90-days and the 12-months income, the household is ineligible.
 - c. A written notification of eligibility must be issued to the applicant within 48 hours.

3. An applicant whose main heating source is a regulated or unregulated utility and whose related electric energy source is also regulated or unregulated must meet the following conditions:
 - a. The main heating source and/or related electric energy source must be either in disconnect status or have been terminated.
 - b. The utility accounts must be coded residential, except in master-metered situations. Payments for the main heating source and/or secondary heating source (electric) must be made separately from rent payments.
 - c. The main heating source vendor account number is required to approve the application for direct credit customers.
 - d. Fuel must be ordered and/or arrangements made for delivery or reconnection within 48 hours for all applicants found eligible.
4. All households who receive their main heating source from a regulated utility must be enrolled in PIPP Plus or another suitable payment plan when the customer is invoking the reconnect order. Please note, all customers who receive a WCP benefit do not have to go on a payment plan. PIPP Plus payments are based on 6% of the current monthly household income or a minimum of \$10 for natural gas, 10% of the current monthly household income or \$10, whichever is greater for total electric households and 6% of the current gross monthly income or \$10 whichever is greater for electric base load customers. Electric PIPP Plus customers who claim "zero income" may have their minimum \$10 monthly payment waived for up to 180 days once every five years. Please refer to the PIPP Plus reference materials (including the Energy Resource Guide) for more detailed information on PIPP Plus.

The WCP 90-day or 12-month income criterion is also used for determining a household's eligibility for PIPP Plus. PIPP Plus installments are not based on an average of the household's 90-day or 12-month income. Monthly PIPP Plus installments are based on the applicant's current monthly income (last 30 days), only.

5. The LDA is responsible for verifying the status of the main heating source and the electric energy source. Verifications made via phone calls should be noted in OCEAN Notes as well as documented in the customer's file. The note should include the utility company representative's name, particulars of the conversation and type of payment made (first PIPP Plus, default PIPP Plus, deposit for a new account, reconnect fee, transfer, co-payment required (by agency or utility company, amount paid, etc.).
6. When assisting households with a master meter each unit must apply as a separate household. Eligible households may be assisted with a portion of the bill according to the percentage for which they are responsible. Supportive Documentation should be scanned into OCEAN that details the method utilized to determine usage. Each eligible household can receive assistance up to the maximum allowable benefit.
7. A household which resides on both sides of a duplex, has disconnects for both, and is income eligible shall receive only one (1) benefit. There is only one benefit per household and in this instance the duplex is considered one (1) household.
8. If the maximum energy assistance benefit is not sufficient to restore or continue service, documentation that the customer has made a co-payment must be obtained prior to processing the WCP application. Verification of the co-payments should be noted in OCEAN and in the file.

9. All household members, regardless of age are required to have a social security number. For customers that have applied for a social security number, but have not yet received it, select “applying for” in OCEAN. This should only be selected the 1st time the customer applies for a HEAP benefit. In all subsequent program years, the social security number must be obtained in order to process the application.
10. A customer who has an eviction notice and a disconnection notice is still eligible for an energy assistance benefit if they are residing in the home at time of eviction, and have at least 30 days to vacate the premises.
11. If a household is assisted and part of that household moves out and establishes a NEW residence, with a NEW account number, that new household may be assisted. Example – divorce, separation, college student, etc. ***If this situation causes a duplication error in the OCEAN system, please contact OCA OCEAN Help Desk.***

W-2 Appointment Scheduling/Interviewing Process

LDAs that use an appointment system must see all households who contact the agency within twenty-eight (28) calendar days. An accommodation must be made on the daily appointment calendar for walk-in applicants. Applicants should be informed of documentation needed before the appointment.

W-2.1 Utility Bills

During the time of scheduling an appointment, it is imperative to stress to the applicant the importance of bringing both utility bills to the face-to-face interview regardless of the account status. Customer account numbers will be retained at the OCA for information purposes and direct crediting to the applicant’s account. However, if the applicant fails to provide both bills during the face-to-face interview, do not delay the application process.

The utility bill must be in the name of an adult household member, OR

- If the utility bill is under a child’s name (under 18 years of age) the account must be switched to an adult household member’s name in order to receive assistance.
- If the bill is in the name of an adult living outside of the household, that adult must have Power-of-Attorney or must transfer the name to the applicant.
- If the bill is in the landlord’s name and will not allow it to be changed and the customer is responsible for the bill, the customer can be assisted. Documentation in the form of a lease, or a note from the landlord, stating that the customer is responsible for the bill is required. Also required is a copy of the bill showing the account number. Payment should be made directly to the utility company for the client’s portion of the bill.

NOTE - For HEAP only, the utility bill does not have to be in a household member’s name (for example, heat included in rent) to receive a benefit.

W-2.2 Permanently and Totally Disabled Applicants

It is required for any household, which has a member who is classified as permanently and totally disabled (see Program Definitions) to provide proof at the time of the face-to-face interview. This information must be communicated to the applicant before the interview date.

All monthly Public Service Announcements (PSA) and/or newspaper articles should stress that the applicant must bring proof of disability to the face-to-face interview. If the applicant provides proof of disability during the face-to-face interview when the file is electronically sent to the OCA, the regular HEAP benefit will be evaluated for an increased benefit.

If the applicant states that they are disabled but does not provide proof of disability at the time of application, do not make incomplete or delay the application. Process the application as usual. Inform the client that they will receive a normal regular HEAP benefit; however, if they are able to later provide documentation of disability they may appeal their regular HEAP benefit. Their original benefit determination, with proof of disability, will then be evaluated for an increased benefit at the State level. Please send all appeals to:

Office of Community Assistance
Attention: Appeals Department
P.O. Box 2169
Columbus, Ohio 43216

W-2.3 Summary of Applicant Documents Required

The following is a summary of all documents that are required to be brought by the applicant to the face-to-face interview. This information must be communicated to the applicant before their interview date and must also be included in all monthly public service announcements and/or newspaper articles.

1. Income documentation for all household members 18 years of age and older. If this documentation is missing, the application is incomplete.
2. Copies of both bills for the main heating and electric utility source. If this documentation is missing, continue with the application. Contact the utilities to obtain account information. HEAP must have the main heating source account number for all regulated utilities in order to process the application for direct credit purposes. Electric utility account numbers are also needed if the customer is to be placed on PIPP Plus. However, only an electric utility bill is needed if the household is all electric.

NOTE - For the Summer Crisis Program (SCP), the applicant is required to bring in BOTH bills. This will allow the customer to be evaluated for a Regular HEAP benefit in the upcoming season.

3. Documentation of co-payment if required (ex: Furnace Repair, Non-Regulated Utility).
4. Proof of disability - If this documentation is missing, continue with the application. Inform the client that they may file an appeal to the OCA (State HEAP Office) if they are able to provide proof of disability after the face-to-face interview.
5. Social security numbers are required for all household members, regardless of age (including those members under the age of 2). For those that have applied for numbers but have not yet received them, there will be a way to enter the information in OCEAN. It will be marked as "applying for" the first year. In subsequent program years, the social security number must be obtained in order to continue the processing of the application.

W-3 PIPP Enrollment Requirement for Winter Crisis Program

The Office of Community Assistance no longer requires applicants for the WCP be enrolled in PIPP Plus to receive the emergency benefit. Local agency intake staff can waive PIPP Plus

enrollment (**remove customer from PIPP Plus**) for WCP applicants. This allows the applicant and the intake worker to decide which plan is best. **However, if PIPP Plus is waived and the applicant has an outstanding account default, the applicant must enroll in another plan in order to clear the outstanding account default and to lessen the likelihood of the bill payment crisis recurring.** Optional payment plans include, but are not limited to, the one-third or one-sixth payment plan, budget plan, the one-ninth plan, or the Graduate PIPP Plus Plan.

The local agency staff should work with the WCP/PIPP Plus customer to determine what payment plan best suits the customer's needs.

When determining the "best" plan, be sure to obtain the following information:

1. Heating bills for the household during the coldest winter months, which are December through February. (This information can be obtained from the utility company)
2. **Budget billing amount (average bill) either from the utility or under Utility Details in OCEAN. If this amount is larger than the PIPP Plus installment, and the client has low or no arrearages, it is probably in the client's best interest to NOT go on PIPP Plus.**
3. All alternate payment plans on which the applicant can be placed, and the monthly amount that would be required for each. (This information can be obtained from the utility company)

Other Payment Plans:

The 1/3 plan is available between 11/1 and 4/15 only and requires payment of one-third of the balance due each month (arrearages + current bill).

After 4/15, the customer is eligible to switch to the 1/6 plan.

The 1/6 plan requires six equal monthly payments on the arrearages in addition to full payment of current bill.

The 1/9 plan requires nine monthly payments on arrearages in addition to a budget payment plan (budget based on a 9 or 12 month calculation).

The Budget Plan is available all year, is an optional uniform payment plan for any customer who is not in default.

Graduate PIPP Plus is available to PIPP Plus customers who are determined over-income for PIPP Plus or who voluntarily elect to enroll in Graduate PIPP Plus. They must be current on their PIPP Plus payments and must remain a customer of the utility in which he or she was enrolled in PIPP Plus. In most cases the payment will be based upon the PIPP Plus installment amount plus the budget bill divided by two. Please see the PIPP Plus materials including the Energy Resource Guide for more details on Graduate PIPP Plus.

W-4 Special Situations

If situations occur that are out of the ordinary and are not addressed in this document or related WCP/PIPP Plus documents in the OCA Policy and Procedures Manuals, please contact the OCA for a determination of eligibility. Prior to contacting the OCA, please collect all pertinent information regarding the case.

W-5 Maximum Delivery & Payment Guidelines

W-5.1 Regulated Gas and Electric

Households with both regulated gas and regulated electric are eligible for up to \$175 for both fuel types.

WCP payments can be made up to \$175 to pay the first PIPP Plus installment, to bring PIPP Plus default current, establish new service, and transfer or restore service.

- a. If the household has received a notice of disconnection and service is on in the name of an adult household member, emergency funds can be paid for the first PIPP Plus payment or defaulted PIPP Plus payments (see definition of defaulted PIPP Plus). In all cases the agency must verify enrollment in PIPP Plus before authorizing payment.
- b. WCP can be used for security deposits to put utilities in an adult household member's name, if the household has received a notice of disconnection and service is not in the name of an adult household member. However, no security deposits can be charged for PIPP Plus customers (per the PIPP Plus rules).
- c. If the household's service has been disconnected, payment of up to \$175 can be made for any defaulted PIPP Plus installments plus applicable reconnect fees.
- d. Customers who have had their regulated service terminated for a fraudulent practice may not receive an E-HEAP benefit until the fraudulent situation is resolved and all related fees are paid. Fraudulent practices include returned checks and all associated fees.

W-5.1a Certified Retail Electric Suppliers (CRES)

Households that have chosen to secure services from Certified Retail Electric Suppliers (CRES) are eligible for the Winter Crisis Program but not the PIPP Plus Program. The Winter Reconnect Order amount will prevent disconnection of service or reconnect service and the Electric Distribution Utility (EDU) will set the customer up on a payment plan.

W-5.2 Unregulated Gas and Electric

Households with both unregulated gas and electric, or one of the utilities is unregulated and the other is not, the benefit is up to **\$450**. **However, only up to \$175 may be used on the regulated utility.** A WCP payment of up to **\$450** can be made to continue, restore, establish or transfer service. Payment must guarantee service for 30 days.

SCENARIO #1 - Customer has regulated gas and unregulated electric. Up to \$175 may be used to pay the gas bill and the remaining \$275 may be used to pay the electric bill. If the customer owes more than \$275 to the electric utility, a co-payment may be required.

SCENARIO #2 - Customer has unregulated gas and regulated electric. Up to \$175 may be used to pay the electric bill and the remaining \$275 may be used to pay the gas bill. If the customer owes more than \$275 to the gas utility, a co-payment may be required.

Customers who have had their service unregulated terminated for a fraudulent practice may not receive an E-HEAP benefit until the fraudulent situation is resolved and all related fees are paid. Fraudulent practices include returned checks and all associated fees.

Reminder - Unregulated utilities are not under the regulations of The Winter Rule.

W-5.3 Bulk Fuels

A household is eligible to receive a delivery of fuel if their tank contains **25% or less** of its capacity. **Please note that this is based on the customer's declaration, no documentation is required.** A household is eligible for a maximum delivery of **\$350** for coal or wood, or **\$750** for propane/bottled gas, or **\$750** for fuel oil and kerosene, all of which are classified as deliverable fuels. The applicant may also receive assistance with their electric source, if the **\$350** or **\$750** maximum will resolve the emergency for both energy sources. For regulated electric, up to **\$175**, and for Municipalities and Co-Ops, up to **\$450** can be used towards the electric source as long as a sufficient amount of fuel is delivered to end the customer's crisis.

A **30-day** line of credit may be arranged for propane customers that use 120 gallon tanks or 100 pound cylinders, or for oil/kerosene customers that have tanks that are smaller than 100 gallons.

100 Pound Cylinders

A maximum of 4 100 pound cylinders may be filled/refilled/exchanged within the 14-day period (a maximum number of 8 100 pound cylinders may be filled in a 30 day period). The bulk fuel invoice must indicate the number of cylinders initially filled/refilled/exchanged during the 30 day period in order to be paid. **The client is not entitled to the remaining amount of the benefit beyond 30 days.**

Vendor Participation Agreement

All vendors who participate in the Summer Crisis Program must sign an Energy Assistance Participation Agreement. Vendors who participate in both the Regular and WCP components of the program and have already signed an agreement for those programs do not have to sign an additional contract exclusively for the Summer Program.

NOTE - Once a vendor has signed the participation agreement with the OCA, this requirement has been satisfied until such time that the vendor agreements are revised.

Fuel Delivery

LDAs are required to verify, prior to making arrangements for delivery, that the WCP pledge amount will result in the delivery of 30-days' worth of fuel. These efforts, along with the balance amount, must be noted in OCEAN notes. If a co-payment is required, the LDA must verify such payments prior to making arrangements. Special Exceptions-if the bulk fuel company agrees to a payment plan in lieu of the co-payment documentation of such must be secured and scanned into OCEAN. Upon receipt of an acceptable arrangement to satisfy the co-payment requirement, delivery arrangements are permissible.

Arrangements for bulk fuel delivery must be made within 2 working days from the date of application. Although in extreme cases, actual deliveries of fuel cannot always be made within two days, vendors should be encouraged to make WCP deliveries as soon as possible.

Payment of a WCP benefit on behalf of an eligible applicant must result in a delivery of fuel.

Vendors must provide the purchaser (LDA) with a delivery ticket or sales invoice which includes: **the name and address of the vendor, name of purchaser (CAA), delivery address (client), delivery date, delivered quantity, quantity upon which the price is based (price per unit - gallon, ccf, etc.), total price of the amount delivered and the identity of the product in descriptive terms. The original, date-stamped invoice must be placed in the client file and scanned into OCEAN within 30 days for proper documentation. This also includes Amerigas invoices.**

100 Pound Cylinders

A maximum of 4 **100 pound cylinders** may be filled/refilled/exchanged within the **14-day period** (a maximum number of 8 **100 pound cylinders** may be filled in a 30 day period). The bulk fuel invoice must indicate the number of cylinders initially filled/refilled/exchanged during the 30 day period in order to be paid. **The client is not entitled to the remaining amount of the benefit beyond 30 days.**

Tank Expenses (Testing, Setting, Rental)

WCP funds may also be used to pay for fuel tank testing, and/or the setting of a tank. Any remaining benefit not spent on testing, setting or rental fees may be used for fuel assistance.

Existing Credits

If a customer has an existing credit that is large enough to cover their need, then no crisis exists.

If a customer has an existing credit that is not large enough to stop their crisis, then WCP funds may be used, up to the maximum benefit, to make up the difference. This is similar to the customer having a co-payment.

Past Due Bills

A payment for a past due bill is only allowed for bulk fuels when a delivery will result from the payment, or the following:

1. Metered Bulk Fuels

If the customer receives a bill for their amount of fuel, and have received a termination of service notice, WCP will pay the termination amount up to **\$750**. In other words, the fuel provider is to be treated the same as an unregulated natural gas utility, except that the benefit is larger. Electric assistance for these customers remains the same.

2. Automatic Fill-ups

Customers utilizing propane, fuel oil, or kerosene and are on an automatic fill-up (monthly top off, etc.) schedule may receive a benefit if they have documentation from their vendor that they have failed to pay their past bill(s) and will receive no more fuel until the delinquent amount is paid. The customer may receive up to \$750. If the customer owes more than **\$750**, a copayment to the vendor must be made **before** the customer is approved for a WCP benefit.

Multi-family Dwelling with Single Fuel Tank

In the case of a multi-family dwelling, such as a duplex, where there is only one fuel tank, each unit in the dwelling may be eligible for assistance. If the bill is in the landlord's name and the

customer is responsible for the bill, the customer can be assisted. Documentation in the form of a lease, or a note from the landlord, stating that the customer is responsible for the bill is required. Also required is a copy of the bill showing the account number. Payment should be made directly to the utility company for the client's portion of the bill.

Example - A client living in a 3-unit building with one fuel oil tank applies for assistance. The three units share the fuel bill with each unit paying 1/3 of the bill. If all 3 tenants are eligible, the possible benefit would be \$2250. Our client is the only eligible family in the dwelling and has 25% or less of the fuel capacity of their tank. The vendor is called and the tank is filled and the invoice is for \$900. Just as in the case of a co-payment, the other two families must pay their share of the bill first and then our client would be eligible for a \$300 benefit. Non-eligible tenants should be informed of what will occur.

Heating Unit Repair

WCP funds can be authorized to repair/replace the main heating source for homeowners provided the repair restores service. It is strongly recommended that WCP funds be combined with other funds (e.g. HWAP, WarmChoice, etc.), whenever possible for repair or replacement of the heating unit. **All repairs must be completed by a qualified, insured heating unit technician.** Homeowners are not permitted to perform their own repairs. Estimates for repair or replacement should be obtained whenever possible. The company completing the repairs must certify that the heating system is safe and operable before payment can be made. All payments must be made directly to the company completing the repairs. Up to **\$175** may be used for the repair. Any of the benefit not spent on the repair, may be used for utility assistance.

If there isn't a furnace in the home, insert notes in OCEAN. If the house has a natural gas furnace, but the furnace was never fixed, and was "red tagged" and the client has been alternative heating (baseboard heat or space heaters) and refuses to have natural gas connected, select electric as the main energy source and notate this in OCEAN notes. If the client is a PIPP Plus customer, their monthly payment would be based on an all-electric home with the payment being \$10 or 10% of their gross monthly household income each month, whichever is greater. The client must notify their utility company and request an inspection to recode their service as all electric.

Portable Space Heaters

WCP funds can be authorized to purchase portable electric heaters equipped with an automatic shut-off switch and is UL approved. However, Winter Crisis funds **are not** authorized to purchase kerosene heaters or ventless gas heaters.

Customer Fraud

For all vendors regardless of bulk fuel – customers who have had their service terminated for a fraudulent practice may not receive an E-HEAP benefit until the fraudulent situation **for that utility** is resolved and all related fees are paid. Fraudulent practices include returned checks and all associated fees.

Sales Tax

In regard to vendor payments made by non-profit agencies to purchase fuel for eligible WCP applicants, the non-profit agency is considered the customer of record. Non-profit agencies are exempt from Ohio sales tax. Therefore, WCP benefits that are issued by non-profit agencies are not subject to sales tax. **[Ohio Revised Code, section 5739.02(B)(12)]**

Guidelines for making bulk fuel purchases:

Propane or Bottled Gas

Fill tank up to **\$750**.* A **30-day** line of credit may be arranged for propane customers that use 120 gallon tanks or 100 pound cylinders. Vendors should submit one invoice for payment at the end of the **30-day** period. The timeframe for the **30-day** line of credit begins from the date of application approval. This allows the customer to receive or obtain additional fuel up to the **\$750** maximum during the **30-day** timeframe, only. **A maximum of 4 100 pound cylinders may be filled/refilled/exchanged within the 14-day period (a maximum number of 8 100 pound cylinders may be filled in a 30 day period).** **The bulk fuel invoice must indicate the number of cylinders initially filled/refilled/exchanged during the 30 day period** in order to be paid.* The customer must exchange the empty cylinders in order to receive additional fuel (customers who own their cylinders may only be permitted to fill empty cylinders).

Kerosene or Fuel Oil (#1 & #2)

Fill tank up to **\$750**.* A **30-day** line of credit may be arranged for oil/kerosene customers that have tanks that are smaller than 100 gallons, or when more than one household draws fuel from a single tank. In the latter case, each dwelling is eligible for a maximum **\$750** benefit. The timeframe for the **30-day** line of credit begins from the date of application approval. This allows the customer to receive or obtain additional fuel up to the \$750 maximum during the 30-day timeframe, only.

Coal (stoker & lump)

Maximum 2½ tons, not to exceed **\$350**.

Wood

Maximum 2½ stacked cords or the equivalent, not to exceed **\$350**.

Pellet Fuels

Not to exceed **\$350**, must be premium grade (less than 1% ash content). Corn is also allowable. **A 30-day line of credit may be arranged for Pellet Fuel customers.**

* The **\$350** and **\$750** benefit amounts are the maximum allowed. Remember that the goal of this program is to keep customers warm for **30 days**. The customer's actual benefit is only the amount of fuel that fills the tank during one delivery, or **30 days** for those with "small tanks" as defined above. **The client is not entitled to the remaining amount of the benefit beyond 30 days.**

Fuel Types

Kerosene (K-1)

1. Kerosene is a lightweight fuel burned in portable kerosene heaters. It can also be substituted for fuel oil #1. Most of the small fuel oil burning heating units found in mobile homes are set up to burn fuel oil #1.
2. Kerosene (K-1) fuel can be purchased for portable heaters only if there is no operable/reparable heating unit in the home or no other heating source is available.
3. Portable kerosene heaters are viewed as a temporary, portable, and potentially unsafe source of heat.

4. All kerosene heaters should be equipped with automatic shut-off switches.
5. Portable electric heaters, while not encouraged, are more acceptable than kerosene heaters for temporary heating situations. All portable electric heaters should be equipped with automatic shut-off switches and UL approved.

NOTE - The agency must have the applicant sign a waiver absolving the agency of all liability for the use of ventless gas heaters and kerosene heaters when kerosene or any fuel used in the ventless gas heater has been purchased through the WCP. This form can be developed at the agency level and submitted to the OCA for approval.

Fuel Oil #1

1. Fuel oil #1 is the lightest grade of fuel oil. It is burned primarily in mobile home heating units.
2. Fuel oil #1 cannot be substituted for kerosene (K-1) and burned in portable kerosene heaters.

Fuel Oil #2

1. Fuel oil #2 is the heaviest grade of fuel oil. It is burned primarily in large home heating units.

Firewood Guidelines

Effective January 1, 1990, the Ohio Department of Agriculture, Division of Weights and Measures, issued the following rules concerning the sale of firewood in Ohio:

1. Fireplace and stovewood is defined as any kindling logs, boards, timbers, or other wood, split or unsplit advertised or otherwise offered for sale as fuel.
2. Seasoned hardwood is defined as wood for fuel that has been air dried and has a moisture content value that is less than or equal to fifty percent. (No pine, cottonwood, willow, magnolia, aspen or other soft, light weight wood is permitted).
3. All firewood must be sold by the cord or by the ton. A cord is defined as 128 cubic feet of compactly stacked wood, arranged in a pile of 8 feet long, 4 feet high and 4feet wide. Advertising in terms such as "face cord," "rick," "rack," "pile," or "truckload" is prohibited.

NOTE - Vendors must provide the purchaser (LDA) with a delivery ticket or sales invoice which includes: the name and address of the vendor, name of purchaser (CAA), delivery address (client), delivery date, delivered quantity, quantity upon which the price is based (price per cord or ton), total price of the amount delivered and the identity of the product in descriptive terms. The original, date-stamped invoice must be placed in the client file and scanned into OCEAN within 30 days for proper documentation.

Any questions concerning the advertising or sale of firewood should be directed to the Ohio Department of Agriculture, Division of Weights and Measures, 8995 E. Main Street, Reynoldsburg, Ohio 43008. Questions can also be answered by calling (614) 728-6200.

W-6 Required Forms & Information for WCP

1. The Energy Assistance Programs Application is the required application form for the Winter Crisis Program. LDAs must accept applications from residents in their service area during the program season.
2. The Notice of Decision must be forwarded to the applicant to inform them of the eligibility determination. The applicant's copy of the application can be given to the client at the end of the application process or can be mailed. The applicant must be informed of their eligibility within 48 hours of the date of the application. When energy assistance is denied the reason must be indicated in the appropriate space provided on the application.
3. Following the approval of a household's application for assistance, the utility or bulk fuel vendor must be notified in writing of application approval within five working days of the date of the application.
4. For households serviced by regulated utility companies, verification of enrollment in PIPP Plus, or another plan, must be indicated on the application. Enrollment verification must be maintained in the applicant's file for any other utility plans in which HEAP funds were used to make payment.

W-6.1 Agency Employee, Relative, and/or Friend Application Review Policy

Your agency must have a policy that addresses how an application for HEAP benefits will be processed for an employee, a relative of staff and/or a friend of staff. All policies must include review and approval by a member of the Agency Management Team (i.e., HEAP Coordinator, Program Manager and/or Executive Director).

W-7 Client Files

All required emergency forms must be completed, signed and dated. The Energy Assistance Programs Application **must be dated and signed by the applicant and the intake worker who actually conducted the interview**, in the appropriate areas provided. All client files (hard copy and electronic) must be completed and information filed or stored to be considered in compliance per the OCA. Please submit all agency designed forms to the OCA for prior approval.

In order to fulfill program requirements and assure adequate audit trails, WCP client files, at a minimum, must contain the following information:

W-7.1 Client files – Eligible

1. A properly completed Energy Assistance Programs Application, which includes the Notice of Decision and the Intent-to-Pay. The customer's signature is required and must be in the file. **HARD COPY and OCEAN SCANNED COPY**
2. Copies of all documents verifying income. **HARD COPY and OCEAN SCANNED COPY.**

Copy of current notice of disconnection of service or description of collateral contacts made to verify disconnection of service.* This includes documentation of the applicant's gas and electric account. This will usually be a copy of the utility bill. **HARD COPY and**

OCEAN SCANNED COPY This will usually be a copy of the utility bill. **DO NOT ENTER** the customer's electric account information in the primary field in OCEAN if there is gas usage. Sometimes customers forget their gas account information. If this occurs, ask the customer if they have the same account and service. If so, the gas account information may be obtained within OCEAN from previous HEAP, WCP, or SCP applications. If the gas account information is not available within OCEAN, then as a last resort, you may enter "Unknown." Please attempt to obtain the gas account information because all SCP customers with a complete file will be automatically re-verified for PIPP Plus. **HARD COPY and OCEAN SCANNED COPY**

NOTE - In cases where the applicant's heating source(s) has been disconnected (shut-off), the LDA can accept the applicant's final bill as verification of how much the applicant owes the utility company. If the final bill is more than 30 days old, the amount should be verified verbally with the utility company and noted in the client's file.

3. If applicable, copy of the date-stamped bulk fuel invoice from the energy dealer must be placed in the client file and scanned into OCEAN within 30 days for proper documentation. **This also includes Amerigas invoices.**
4. If applicable, the co-payment made to resolve the emergency must be made by the customer before the application can be completed and notes added in OCEAN. If the maximum energy assistance benefit is not sufficient to restore or continue service, documentation that the customer has made a co-payment must be obtained prior to processing the WCP application. Verification of the co-payments should be noted in OCEAN and in the file. **HARD COPY and OCEAN SCANNED COPY**
5. If applicable, a dated INCOMPLETE letter and/or documentation, if the file is INCOMPLETE. The agency will have a process to contact pending (incomplete) customers regarding missing application documents within a reasonable timeframe prior to the end of the program. **Verifications made via phone calls should be noted in OCEAN Notes as well as documented in the customer's file.**
6. If applicable, proof of permanent disability as defined by W-2.2 Permanently and Totally Disabled. **HARD COPY and OCEAN SCANNED COPY**

W-7.2 Client Files – Ineligible

In order to fulfill program requirements, INELIGIBLE Winter Crisis Program (WCP) files, at a minimum, must contain:

1. Emergency Assistance Programs Application. **HARD COPY and OCEAN SCANNED COPY**
2. Income documentation, if applicable. **HARD COPY and OCEAN SCANNED COPY**
3. Documentation supporting reason for denial. **HARD COPY and OCEAN SCANNED COPY**

NOTE - Applicants who are determined to be ineligible can reapply if their circumstances change in a way that may qualify them for assistance. Applicants who are denied assistance have thirty (30) days from the decision date on the application to file an appeal.

W-7.3 Client Files – Incomplete

If an application does not include all necessary documentation, it will remain in INCOMPLETE status until all information is received.

Agencies have 15 calendar days after the WCP ends to complete incomplete (pending) files. (It is recommended that the LDA institute a follow-up policy, which includes at least one documented effort, in writing, to notify the applicant that their energy assistance application is still in INCOMPLETE status. This written documented effort should be scanned into OCEAN).

If application determination requires more than 30-days, the customer must return to the agency and provide current income for the household. Current income means any income that has changed since the original visit for assistance.

If documentation has not been received by the end of the WCP season, those files shall be reported to the OCA under the Winter Close-Out Activity Report by the date specified in the current Grant Agreement as the number of applications still INCOMPLETE.

W-7.4 Scanning

OCA is now requiring agencies to scan supporting documentation for HEAP, WCP, SCP and/or PIPP Plus into OCEAN. **All scans must be uploaded to OCEAN within 10 business days of starting the application.**

Documents utilized to support information in the application must be scanned into OCEAN. The following are examples of documents that must be scanned into OCEAN: all signed/dated documents (i.e. Self-Declarations, Application **signature page**), income supportive documentation, application supportive documentation, invoices, **utility bills, proof of citizenship**, etc. **This also includes Amerigas invoices.**

The following scanner specifications are recommended:

- Automatic Document Feeder (ADF) is a must.
- A good price for an individual scanner is between \$100 - \$300.
- If you are going to buy a central Scanner for the whole office, we suggest you buy an all-in-one printer (meaning: printer, copier, fax machine and scanner all-in-one).
- The scanner should have the ability to scan a document to Adobe .pdf.
- A color scanner is not needed; all images for OCEAN should be in black and white to save space.

Although not required, OCA recommends desk top scanners for intake staff.

W-8 Client Outreach and Public Service Announcements (PSA)

The **minimum requirement** is to place a monthly news article or Public Service Announcement (PSA) in the local newspaper that has the largest circulation in your service area. The PSA or news article should, at minimum, offer a brief definition of both the Winter and Summer Crisis Programs and their application guidelines. In addition to income requirements, all PSA's, newspaper articles, and outreach efforts must stress the need for the applicant to bring both primary and electric heating bills (if the applicant has gas and electric), regardless of account status, **proof of disability if disabled**, and social security numbers for all household members to the face-to-face interview. (See W-2.3 for a complete list of documents the applicant must

bring to the face-to-face interview). Documentation must be maintained on-site in a **PSA binder/folder** that will substantiate that the LDA has made an effort to adhere to the monthly PSA and/or news article submission requirement.

Additional Media Options (the above minimum requirements must still be met):

1. When an electronic order is submitted to purchase an advertisement or to place a PSA (even if for more than one month at a time for the entire WCP or SCP), the purchase receipt must include the months in which the ad/PSA will appear and a copy of the press release/ad should be saved in your **PSA binder/folder** for the compliance review. LDA's should also retain the list of media contacts.
2. When social media efforts are used, print out the dated announcement (tweet on Twitter, status update on Facebook, etc.) and save it in your **PSA binder/folder** for the compliance review.
3. When radio or television interviews are conducted, the interview date and station name should be documented in your **PSA binder/folder**. If the interview is posted on the station's website, print out the screen shot with the link highlighted and save it in your **PSA binder/folder** for the compliance review.

W-9 Payment Procedures

LDAs must forward payment to the utility company within 30 days from the date the applicant was determined to be eligible for a benefit.

Payment for bulk fuel delivery must be made within 30 days of receipt of invoice. The "received" date that is stamped on the original invoice must be the same date that is entered into the OCEAN system in the "Invoice Date" field. The "received" date is defined as the date that the agency actually received the invoice from the bulk fuel vendor.

All bulk fuel invoices must be stamped with the date that the LDA received it. This date-stamped invoice must be retained in the client file and scanned into OCEAN within 30 days for proper documentation. This also includes Amerigas invoices.

Payment to a bulk fuel vendor or any utility company (regulated, unregulated) that utilizes an invoicing payment process, must be made by the LDA no later than 30 days of receipt of the invoice.

Each invoice must have the unit price of fuel and the amount delivered.

W-10 Applicant/Customer Inquiries

The LDA must designate two (2) staff members who are responsible for addressing customer inquiries and contacting the OCA via e-mail within two (2) business days. OCA notification must be sent as a "Reply to All" e-mail. Please include in the response to the e-mail the date the customer was contacted regarding their inquiry.

W-11 Exhausted Allocation

PLEASE CONTACT OCA when funds are nearing depletion, BEFORE all funds are exhausted, to ascertain if additional funds can be obtained through a budget amendment request.

Only after a confirmation from the OCA that no additional funds are available, should the agency issue The Energy Assistance Programs Application showing "funds exhausted" as the reason for denial. Immediate referrals should be made to other available energy assistance programs.

W-12 Reporting Requirements

Local delegate agencies must comply with all reporting requirements that are specified in the Exhibits of the Grant Agreement. **During each month of the Crisis Programs HEAP Coordinators shall review and resolve issues arising from the review of OCEAN generated reports listed below:**

- Pending Applications Report
- Rejected Records
- Incomplete Regular HEAP applications with a processed WCP / SCP
- Applications with Validation Errors

W-13 Recommended Referrals

If a household applying for emergency assistance qualifies for TANF, a referral can be made to the county Department of Job and Family Services for assistance through the Prevention, Retention Contingency Program (PRC) or any other available funds.

W-14 Recovery

The LDA will be responsible for initiating and organizing recovery in all cases of duplicate payments as follows:

1. Misrepresentation by the client resulting in the client receiving a benefit from two different LDAs. The agency that paid the second (or duplicate) benefit is responsible for recovering the full amount of the second benefit.
2. Misrepresentation by the client resulting in two payments received by the client from the same agency.
3. Payments in excess of \$175 for regulated utilities (gas/electric) or \$450 for unregulated utilities (gas/electric), or in excess of \$350 for wood or coal, or in excess of \$750 for propane or bottled gas, fuel oils or kerosene.
4. In cases where the LDA is aware of fraudulent vendor activity.

W-14.1 Recovery Review Process

- A. All cases of duplicate payments discovered by the LDAs must be reported in writing to the OCA.
 1. Each verified duplicate file should include:
 - a. A copy of the application(s) under review. (Do not include income or other supporting documentation).
 - b. Current status of account.
 - 1a. To be placed in recovery
 - 2a. Active payment

- B. If it is determined that the agency is in error, restitution to the State of Ohio will be necessary and recovery will promptly be initiated.

W-14.2 Recovery Action

- A. Written notification requirement:

- 1. Once a duplicate payment has been verified the LDA must provide the affected household with written notification of this finding.
- 2. If the household does not respond to the initial letter within 14 working days, the LDA should send a second letter requiring a response within 10 working days.
- 3. If a client applies at the agency and a recovery action is still pending, the customer must be informed at the time of application, that the recovery issue must be resolved before processing a new application.

- B. The recovery letter must at the minimum include:

- 1. Verification of the duplicate payment and the amount of money to be recovered.
- 2. Program reimbursement options:
 - a. A repayment plan, i.e., a 25% initial payment on the balance due is required regardless of the terms of the plan.
 - 1a. In cases of duplicate payments to households that applied at two agencies the following applies - The 25% initial payment can be accepted at any agency.
 - b. The re-direction of the current benefit. The client can use all or a portion of the current benefit to repay the program.
- 3. The fact that restitution must be made by the closeout of the program year following the year in which the duplicate payment occurred.
- 4. The fact that if the client defaults on the payment plan, the unrecovered balance will be deducted from the following year's emergency benefit. The client can be assisted with the remaining funds and is responsible for any additional funds needed to resolve the emergency.
- 5. The fact that when restitution has been made in full, the household will again be eligible to apply for emergency benefits.

W-14.3 Returning Recovered Funds for Closeout

After the **final** financial report has been submitted to the OCA, refunds received by the LDA from utility companies, fuel vendors or applicants should be handled as follows:

- 1. The LDA shall submit HEAP Adjustment/Refund Tracking Report (OCS 221) and total refunds to the OCA no later than the tenth (10th) of each subsequent month. An Adjustment/Refund Tracking Report is to be submitted for each program year being reported.

2. Make a check representing total refunds or adjustments payable to **the Treasurer of the State of Ohio. Submit refund to the Office of Community Assistance, ODSA, and P.O. Box 1001, Columbus, Ohio 43216-1001.**

W-15 Liability for Incorrect Payments

In all cases the client file documentation must support the approved payments.

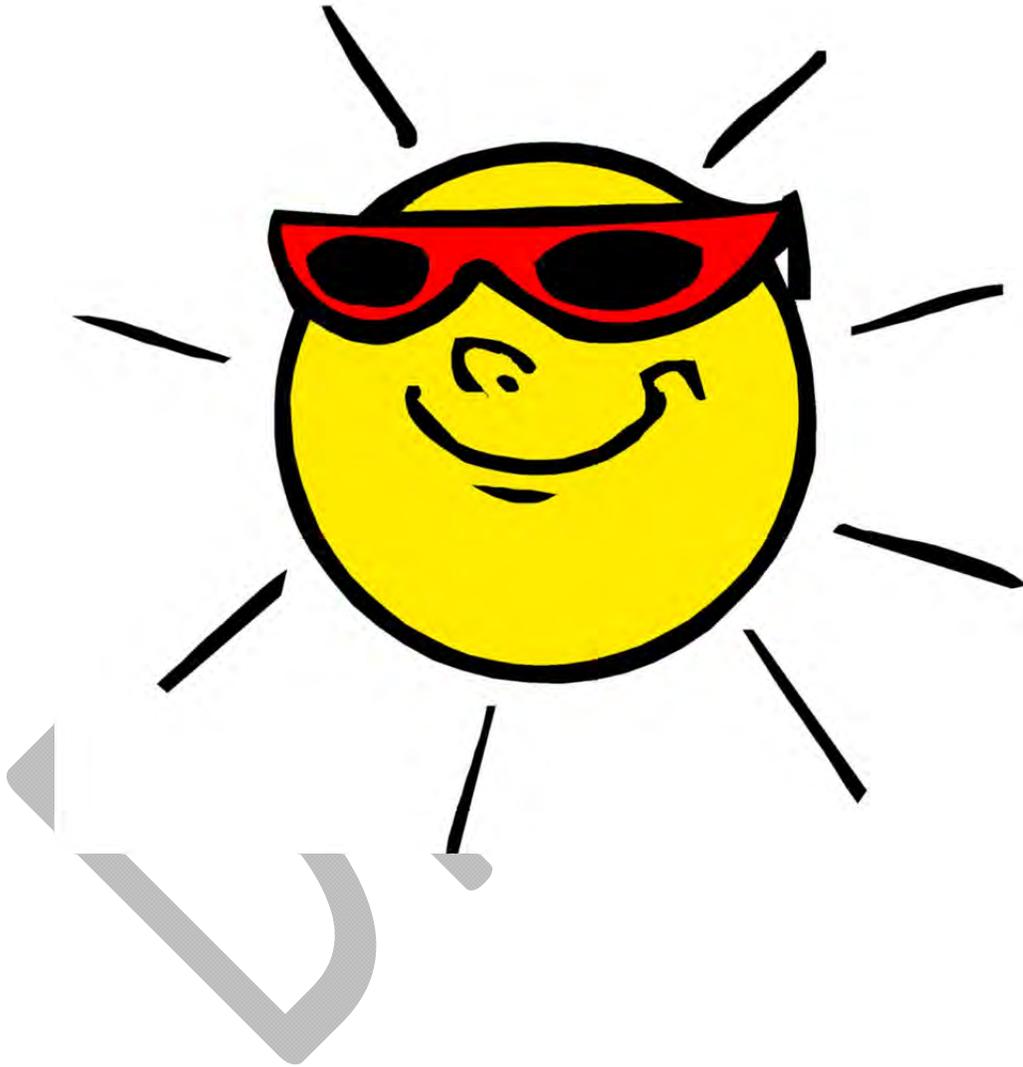
1. The agency will be responsible to rectify payments made in violation of program guidelines.
2. When incorrect payments are cited the agency must review all case files, find all similarly situated households, and rectify payments as needed.
3. The agency will be responsible for documentation of corrective action.

W-16 Rejections

The LDA must have a sound and effective process for handling rejected records. All rejected records associated with the Winter Crisis Program, Summer Crisis Program and PIPP Plus must be reviewed/resolved and noted in OCEAN according to the following schedule:

Programs	Resolution Timeline
Winter Crisis Program*	Comments in OCEAN and Resolution must be completed within (14) calendar days.
Summer Crisis Program*	Comments in OCEAN and Resolution must be completed within (14) calendar days.
PIPP Plus (Intents)*	Comments in OCEAN and Resolution must be completed within (30) calendar days.

2014 SUMMER CRISIS PROGRAM



**OCA will provide an update for this section
when the Summer Crisis Program (SCP) 2014
is upcoming**

IV – APPENDICES

Appendix I:

Glossary

Bulk Fuel Dealer:	Retail vendor of fuel oil, propane, coal, wood or kerosene.
Camper:	Dwelling that must be towed and contains one room.
Customer:	The person who resides in the housing unit and pays the utility bill separately from rent payments.
Defaulted PIPP Plus:	Any PIPP Plus installment where the due date has passed.
Disconnect Notice:	A notice from a utility company stating that a household's service will be terminated on or after a definite date if a specific amount is not paid.
Household:	Section 2603 (2) of the Low-Income Energy Assistance Act of 1981 defines "Household" as any individual or group of individuals who are living together as one economic unit for whom residential energy is customarily purchased in common or who make undesignated payments for energy in the form of rent. The OCA will adhere to this definition, and makes no distinction between homeowners and renters. In order to qualify as a separate household - there must be a separate bath and kitchen and utility meter.
Household Member:	Persons who share a common kitchen or bath and purchase residential energy in common are considered members of the same household. Those persons should apply for energy assistance on one application.
Local Delegate Agency (LDA):	Refers to grantees of the OCA that administer the winter and summer crisis programs. They can be Community Action Agencies or other public or private non-profit organizations.
Master Meter:	A master meter is a utility meter installed in a multi-unit dwelling. The utility company codes these accounts commercial. If the household in a master-metered situation is responsible for paying utility cost separately from their rent costs, they are eligible for an energy assistance benefit. Accounts that are coded commercial are not eligible for enrollment in the PIPP Plus program.
Mobile Home:	Dwelling that must be towed and contains multiple rooms.
Movable Vehicle Definition:	For a dwelling unit to be eligible for energy assistance benefits, it must receive heating (or cooling) fuel in one of the following ways: attached to a Regulated utility (gas & electric) attached to a permanent, free-standing fuel tank (oil & propane) heats using a legal fireplace (wood)

heats using a legally vented wood/coal stove

Odd Jobs: Sporadic employment that pays for the work done. No deductions are taken.

Percentage of Income Payment Plan (PIPP) Plus: An extended payment arrangement mandated by the Public Utilities Commission of Ohio (PUCO). PIPP Plus requires regulated companies to accept payments based on a percentage of monthly income for customers at or below 150% of the federal poverty level.

Permanently and Totally Disabled: A person who has, on the first day of July of the year an application is made, some impairment in body or mind that makes the person unfit to work at any substantial employment that the person would otherwise be reasonably able to perform and that will, with reasonable probability, continue for an indefinite period of at least twelve months without any present indication of recovery there from, or who has been certified as permanently and totally disabled by a state or federal agency having the function of so classifying persons.

Program Season: The time period designated by the OCA in which applications for energy assistance will be accepted.

Recreational Vehicle (RV): A motorized vehicle that has the dwelling attached.

Seasoned Hardwood: Wood for fuel that has been air dried and has a moisture content value that is less than or equal to fifty percent. (Source: Effective January 1, 1990, the Ohio Department of Agriculture, Division of Weights and Measures, issued the following rules concerning the sale of firewood in Ohio)

Some examples of hardwoods:

Best Firewood - Ash, red oak, white oak, beech, birch, hickory, hard maple, pecan, dogwood, almond, apple (incense-like perfume, nice scent); high heat, easy to burn, no heavy smoke, overall excellent

Good - Soft maple, cherry, walnut; medium heat, easy to burn, no heavy smoke.

Fair - elm, sycamore, gum, aspen, basswood, cottonwood, yellow poplar (bitter smoke); low to medium heat, can be a bit harder to burn, medium smoke, ok for kindling but not as much heat and more smoke.

A cord – All firewood must be sold by the cord or by the ton. A cord is defined as 128 cubic feet of compactly stacked wood, arranged in a pile of 8 feet long, 4 feet high and 4 feet wide. Advertising in such terms as “face cord”, “rick”, “rack”, “pile”, or “truckload” is prohibited.

Self-employed:	Running a business or providing a service on your own. Taxes are filed, including quarterly statements, and deductions are taken as a business.
Utility Company:	Regulated or non-regulated gas and electric utility company, including retailers that distribute propane by pipeline.
Wages:	Money earned from regularly scheduled employment where a check is received with deductions for taxes, health insurance, etc. A self-declaration is not acceptable as documentation.

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Appendix II: Assurances & Compliance Issues for WCP / SCP

1. Every user of the OCEAN system must have a signed copy of the OCEAN data confidentiality agreement.
2. No user of the OCEAN system may share their password with anyone. Also, any user that is no longer employed must have their access to the OCEAN system disabled by the agency or the state office.
3. All WCP/SCP telephone systems, IVR systems, and WCP/SCP software must be tested and operating prior to November 1 of the current program year.
4. All WCP/SCP customer data, electronic and hard copy must be secure and confidential.
5. All WCP/SCP staff - managers, intake/case workers, and telephone operators - must be fully trained and must review updated copies of their required reference materials prior to November 1 of the current program year.
6. WCP/SCP staff must be available for home visits when necessary.
7. All Applicant/Customer Inquiries must be addressed within two (2) business days via e-mail, using "Reply to All", to OCA.
8. All WCP/SCP staff must have a copy of the current year's Grant Agreement for SCP, Exhibit I - Scope of Work.
9. All WCP/SCP staff must receive a copy of their agency's Agency Employee, Relatives and/or Friends Application Review Policy.
10. The Agency will notify OCA in advance through email when they will be closed during normal business hours.
11. The Agency will place a monthly news article or Public Service Announcement to the general public about HEAP.
12. The Agency will have a sound and effective process for handling rejected records in accordance with OCA guidelines.
13. The Agency will have a Client Appeal Process that includes review, investigation and notification steps that correspond with the lead up to the Energy Assistance Guidelines Appeal Process.
14. The Agency will have a process to contact Pending (Incomplete) Customers regarding missing application documents within a reasonable timeframe prior to the end of the program.
15. The Agency must ensure that any data obtained from OCEAN or ODSA will not be shared with anyone not directly employed by the agency.
16. The Agency will ensure that if an IVR system is used that the client will be informed that any information provided will be sent to their utility company.
17. The Agency will ensure that if any agency employees, or relatives of staff, or friends of staff apply for the program, the HEAP Coordinator must complete the application.

18. The Agency has implemented an anti-fraud procedure. The agency must ensure that all employees acknowledge acceptance of the anti-fraud actions.
19. The Agency will insure that if the HEAP Coordinator, or a relative or friend of the HEAP Coordinator applies for the program, that a member of the Agency's Management Team with the Executive Director's approval will complete an OCEAN Home Energy Assistance Application.

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Appendix III: WCP / SCP Appeal Procedure

A household may file an appeal for the following reasons:

1. If the application was denied.
2. If the application was neither approved nor denied within thirty (30) days after application, unless such delay was the result of the household's lack of cooperation in providing necessary and reliable evidence with which to determine eligibility.
3. If the payment was in an amount less than designated in the notice of eligibility.
4. If the payment was unduly delayed after receipt of notice of eligibility.
5. If the household was suspended from the program for violation of program rules and regulations, and then contests that suspension.

Local delegate agencies must fully inform applicants of their appeal rights, both at the agency level and the state level. Within thirty (30) days of an agency's initial determination, an applicant must file an appeal at the local agency level. The local agency must provide an opportunity for a fair administrative hearing. The (LDA) must notify the ODSA Office of Community Assistance's (OCA) Field Representative of the final decision and scan all documentation into ODSA OCEAN database (i.e., the initial appeal, supportive documentation, Agency's Resolution/Notification/Actions).

If the applicant wishes to pursue a further appeal, he/she must submit an appeal to the state OCA within thirty (30) days of the decision rendered at the local agency level. Appeals may be made in writing to the OCA, P.O. Box 2169, Columbus, Ohio 43216 or by completing an "Appeal Form." The letter or appeal form must contain the following: applicant's name, address, telephone number, social security number, reason for the appeal, and the applicant's signature. Failure to sign will delay the appeal process. Appeals may be faxed to **614-387-2718**.

Assistance can be obtained by calling the HEAP toll-free number 1-800-282-0880. Hearing-impaired applicants with a telecommunications device for the deaf (TDD) can call toll-free 1-800-686-1557.

Within thirty (30) days of receipt of the appeal, the appeal will be approved or denied. After the appeal notification form is received, appellants wishing to further pursue their appeals will have five (5) working days to notify the OCA to have a hearing scheduled.

REMINDER:
This appeal procedure must be posted in all areas
where clients are interviewed

Appendix IV: Percentage of Income Payment Plan (PIPP) Plus

The Percentage of Income Payment Plan (PIPP) Plus, called PIPP Plus, will make monthly payments more affordable on a year-round basis. And if the PIPP Plus household pays the monthly PIPP Plus payment on-time and in-full, some of their old debt and the rest of that month's bill will go away in the form of a credit on their utility account.

Are all gas and electric companies in Ohio required to offer PIPP Plus?

No. Small gas companies are not required to offer PIPP Plus. Brainard Gas, Ohio Cumberland Gas, Orwell Natural Gas Company, Sheldon Gas Company and Waterville Gas and Oil Company will continue to offer the original PIPP program to existing PIPP customers but will not enroll new PIPP customers. Ohio Gas, Eastern Natural Gas, Pike Natural Gas, and Southeastern Natural Gas will offer a slightly different version of PIPP Plus. Because Duke Energy Ohio is a combination gas and electric company, it will also offer a slightly different version of PIPP Plus. If you are a customer of one of these companies, call your company to learn more.

How do I know if I am income eligible for PIPP Plus?

Households with a gross yearly household income at or below 150 percent of the federal poverty guidelines (see current income eligibility chart below) are eligible to participate in PIPP Plus.

Size of Household	Yearly Income Limit	Three Month Income Limit
1	\$17,235	\$4,308.75
2	\$23,265	\$5,816.25
3	\$29,295	\$7,323.75
4	\$35,325	\$8,831.25
5	\$41,355	\$10,338.75
6	\$47,385	\$11,846.25
7	\$53,415	\$13,353.75
8	\$59,445	\$14,861.25

For households with more than eight members, add \$6,030 per member for 12 months or \$1,507.50 for three months.

How do I sign up for PIPP Plus?

Contact your local energy assistance program provider. You may also enroll in PIPP Plus by completing the Energy Assistance Program application and mailing it to The Ohio Development Services Agency. You must provide proof of your gross monthly household income for at least the last three months. To find your local energy assistance program provider or to obtain an application, please call (800) 282-0880 or visit http://development.ohio.gov/is/is_energyassist.htm

Will I have to pay a deposit when I sign up for PIPP Plus?

No. There are no deposits for PIPP Plus households. If you paid a deposit in the past, that amount will be used to reduce any debt you owe the utility company.

What will my monthly payment be?

Natural gas: \$10 or 6 percent of your gross monthly household income each month, whichever is greater.

Electric: \$10 or 6 percent of your gross monthly household income each month, whichever is greater.

All-electric homes: \$10 or 10 percent of your gross monthly household income each month, whichever is greater.

When is my first PIPP Plus payment due?

Your first payment will be due when you enroll in PIPP Plus. If you are unable to pay at enrollment, the installment can be added to your next monthly bill, but you will be billed for two payments. You will also lose the arrearage credit for the first month and have to make up that first payment.

Do I have to make a monthly payment if I am a zero income customer?

Yes. You will be required to pay a \$10 minimum monthly payment for both natural gas and electric. For electric, the \$10 payment may be waived for up to 180 days; during that time period, you will not earn arrearage credits.

When do I pay the PIPP Plus amount and when do I pay the current amount due?

For both gas and electric, you will pay your income-based PIPP Plus payment amount or if you are zero income, the minimum \$10 payment every month of the year.

What are the new benefits of paying my PIPP Plus amount on-time and in-full?

When PIPP Plus payments are made on-time and in-full, customers earn an incentive credit and an arrearage credit. Each time you pay your required monthly payment on-time and in-full, you no longer owe the rest of that month's billed amount. You also receive a 1/24 credit toward any old debt. If you make full, on-time payments for 24 straight months, all of your arrearages will be eliminated.

Will fees be assessed for late payments?

No, but you will not receive the incentive or arrearage crediting benefits that come from paying your PIPP Plus payment amount on-time and in-full.

What must I do to remain on PIPP Plus?

Natural gas: Every 12 months you must provide proof that your gross monthly household income is at or below 150 percent of the federal poverty level to remain a PIPP Plus customer. Also, on your anniversary date, you must also make up any PIPP Plus payments that you missed over the past 12 months. You will have one billing cycle to make up those payments, or you will be removed from PIPP Plus, and your entire bill balance will become due. At that time, your utility may offer you an extended payment plan to help you avoid disconnection.

Electric: To remain a PIPP Plus customer, you must provide proof of your gross monthly household income at least every 12 months. If you do not provide proof of income you will be removed from PIPP Plus, and your entire bill balance will become due. At that time, your utility may offer you an extended payment plan to help you avoid disconnection.

What is the difference between my PIPP Plus anniversary date and reverification date?

The anniversary date is the calendar date when your arrearage credits will be calculated. Natural gas customers must be current on any missed PIPP Plus payments by this date. Your anniversary date is the same every year.

The reverification date is the actual date on which you complete documentation of your household income. Reverification must occur no more than 12 months from the previous reverification date. Since the customer is required to reverify any change in household size and income, the customer's reverification date may change from year to year.

If I am dropped from PIPP Plus for failure to make up missed natural gas payments by the anniversary date or for failure to make electric payments, what must I do to be re-enrolled in the program?

You must make up all missed payments that you owed when you were dropped from PIPP Plus. In addition, you must pay your bills for current monthly service for those months that you were not enrolled in PIPP Plus.

Can I re-enroll in PIPP Plus if I am removed for failure to prove that I am income-eligible?

Yes. You may re-enroll as long as you still meet the income requirements. To do so, you must provide proof of income, and you must first pay all missed PIPP Plus payments. In addition, natural gas PIPP Plus customers are responsible for paying their actual bill amount for the months that they were not enrolled on PIPP Plus.

Can I remain on PIPP Plus if I am disconnected for non-payment?

Yes. You may remain on PIPP Plus as long as you still meet the income requirements. To do so, you must first pay all missed PIPP Plus payments.

What is my responsibility for reporting changes in my household income?

You must report any change in your household income to your local community action agency. If your household income has gone down, the amount you must pay each month will also go down. If your household income goes up, the amount that you must pay each month will also go up. If your household income goes up so much that you are no longer income-eligible, help is still available.

What are my options if I become income ineligible for PIPP Plus?

Natural gas: Customers who become income ineligible for PIPP Plus, but are current on their PIPP Plus payment, will be placed on Graduate PIPP Plus. This new program provides customers with a 12-month transition from PIPP Plus to full payments. Under Graduate PIPP Plus, customers pay an average of their most recent PIPP Plus amount and a budget billing amount calculated by their utility. Graduate PIPP Plus customers who make payments on-time and in-full will continue to receive credits toward their monthly bill balance and a 1/12 credit to their old debt. Some small gas companies are not required to offer Graduate PIPP Plus.

Electric: The electric transition and arrearage crediting program provides customers with a 12 month transition from PIPP Plus to full payments. Under the Electric Graduate PIPP Plus program, customers pay either an average of their most recent PIPP Plus amount and a budget billing amount calculated by their utility, or a regular budget payment or the cost of the electric service billed each month. Electric Graduate PIPP Plus customers who make payments on-time and in-full will continue to receive credits toward their monthly bill balance and a 1/12 credit to their old debt.

What if I no longer have natural gas service with the same company?

If your natural gas account is closed, and you still owe money to the natural gas company and need help paying off your debt, contact the company to set up payment arrangements.

What if I no longer have electric service with the same company?

If your electric account closes and you need help paying off any debt owed to the utility, you may enroll in the electric Post-PIPP Plus program. This program can help you pay down this debt over the 12-month period beginning on the date your account was closed. To participate, you must be current on all PIPP Plus payments.

What if I decide to stop participating in PIPP Plus even though I still qualify?

You may request to be taken off PIPP Plus at any time. Simply contact your utility company. At this time, you may be placed on Graduate PIPP Plus for 12 months. To participate, you must be current on all PIPP Plus payments. Some small gas companies are not required to offer Graduate PIPP Plus.

Can I participate in customer choice and PIPP Plus at the same time?

No. If you are participating in a customer choice program, and then become eligible for and participate in PIPP Plus, you will automatically be switched to the utility. If you were under a contract with a marketer, they may assess an early termination fee if you switch to PIPP Plus before your contract expires.

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PIPP Plus rules which are different for Gas PIPP Plus and Electric PIPP Plus
Combination Utility is to follow the rules in the mustard-colored cells

Rule Issue	Gas Rule	Electric Rule
Zero income waiver for minimum payment	No waiver available. Participants must pay \$10 minimum installment but are eligible for arrearage crediting for each installment that is paid.	Participants may waive the minimum payment for up to 180 days and are eligible for the waiver once every five years. During the period that the installments are waived, the participant cannot earn arrearage credits.
The point at which participants are dropped from program for failure to make payments	Participants will be dropped if missed installments are not paid by the anniversary date or if service is disconnected for non-payment.	Participants may be dropped for two consecutive missed installments or if service is disconnected for non-payment.
Re-enrollment after service is disconnected due to failure to make payments or if customer is dropped from program and service is maintained.	Participant must pay all installments owed prior to being dropped and the installment amount for those months that they were not enrolled in the program (not to exceed the account balance).	Participant must pay all installments owed prior to being dropped and the current monthly charges for service for those months that the customer was not enrolled in the program (not to exceed the account balance).
Re-enrollment after being dropped for failure to reverify	Customer must reverify and pay all installments owed prior to being dropped and the current monthly charges for service for those months that the customer was not enrolled in the program.	Customer must reverify and pay all installments owed prior to being dropped and the installment amount for those months that they were not enrolled in the program.
Reasons a utility may drop participant from the PIPP Plus	Utilities can drop a participant for failure to make up missed payments at his/her anniversary date, utility fraud, theft of service, tampering.	Utilities can drop a participant for utility fraud, theft of service, tampering.
Overpayments of installments	Any overpayments of installments are used to offset the arrearage balance	Any overpayments of installments are applied to future installments once any missed installments have been paid.
Graduate PIPP Plus Program	Participants make a payment that is the average of the PIPP Plus installment and the budget billing amount. In addition, all current PAC customers are automatically transferred to the new arrearage crediting program. Participants will earn arrearage credits in the amount of 1/12 of the account balance for every in-full and on-time payment made.	Participants currently on a utilities' arrearage crediting program have 90 days to choose to transfer to the Graduate PIPP Plus program and they will have a payment calculated in the same manner as the gas Graduate PIPP Plus customer. Participants will earn arrearage credits in the amount of 1/12 of the account balance for every in-full and on-time payment made.
On-time payment definition for arrearage crediting	Payment must be received by due date on bill	Payment must be received before the next month's bill is issued
Arrearage crediting program for former PIPP Plus participants who are no longer customers of the utility.	None	For every payment the former PIPP Plus participant makes that equals 1/60 of the balance, the account will be credited for 1/12 of the final balance.
Participant has utility service that is not associated with space heating	Natural gas must be participant's primary heating source.	Participant is not required to use utility service as a primary or secondary heating source.

2013 PIPP Plus Tips
Guide to PIPP Plus Enrollment

Customer is Currently NOT Active on PIPP Plus	Service		Enroll on PIPP Plus or Mark as Enrollment	Re-Verify on PIPP Plus	Pay First PIPP Plus Installment	Pay Reconnect Fee	Pay Plan Amount (<= \$175)	Pay non-PIPP Plus Plan Default (<= \$175)	Pay all Missed PIPP Plus Installments*	Pay all Missed Monthly Charges*	Pay Account Default (<= \$175)
	On	Off									
1. Eligible for PIPP Plus. Disconnect notice received. (First PIPP Plus)	X		X		X						
2. Eligible for PIPP Plus. Service is off due to non-payment. (First PIPP Plus)		X	X		X	X					X
3. Customer dropped from PIPP Plus for being over income. Now eligible for PIPP Plus. Has PIPP Plus default.	X			X	X						X
4. Customer dropped from PIPP Plus for being over income. Now eligible for PIPP Plus. Does not have PIPP Plus default.	X			X	X						
5a. Gas Customer dropped from PIPP Plus for failure to reverify. Eligible for PIPP Plus.	X			X				X	X		
5b. Electric Customer dropped from PIPP Plus for failure to reverify. Eligible for PIPP Plus.	X			X				X			
6. Customer dropped from PIPP Plus for non-payment at anniversary date. Eligible for PIPP Plus. (GAS ONLY)	X							X			
7. Customer dropped from PIPP Plus for being over income. Now eligible for PIPP Plus. Service is off for non-payment. Has PIPP Plus default.		X		X		X					X
8. Customer dropped from PIPP Plus for being over income. Now eligible for PIPP Plus. Service is off for non-payment. Does not have PIPP Plus default.		X		X	X	X					X
9a. Gas Customer dropped from PIPP Plus for failure to reverify. Eligible for PIPP Plus. Service is off for non-payment.		X		X		X		X	X		
9b. Electric Customer dropped from PIPP Plus for failure to reverify. Eligible for PIPP Plus. Service is off for non-payment.		X		X		X		X			
10a. Gas Customer dropped from PIPP Plus for non-payment. Eligible for PIPP Plus. Service is off for non-payment.		X		X		X		X			
10b. Electric Customer dropped from PIPP Plus for non-payment. Eligible for PIPP Plus. Service is off for non-payment.		X		X		X		X	X		
11. Eligible for PIPP Plus. Disconnect notice. 1/3 payment plan is best option.	X						X				
12. Eligible for PIPP Plus. Disconnect notice. 1/6 or 1/9 payment plan is best option.	X						X				
13. Not currently on a plan. Not eligible for PIPP Plus but is eligible for HEAP. Disconnect notice.	X						If disconnected < \$175, winter reconnect not involved. Enroll in 1/3, 1/6, or 1/9 plan. If client was on PIPP in last 12 months; Graduate PIPP is also an option.				X
14. Customer eligible for PIPP Plus. Enrolled on another payment plan. PIPP Plus is the best option. Disconnect notice. Does not have PIPP Plus default.	X		X		X						
15. Customer eligible for PIPP Plus. Enrolled on another payment plan. Service is off for non-payment.		X	X		X	X		X			
16. Transferring service.		X	X		X						X
17. Transferring service. Disconnect status. Carries account default.	X		X		X						
18. New service. No arrearage.	X		X		X						
19. Eligible for PIPP Plus. Disconnect notices on both gas and electric accounts. (Split payment)	X		X		X						

* WCP up to \$175 may be used to support this payment. If defaulted PIPP Plus installments exceed \$175, customer will need to make a co-payment to be reinstated or to remain on PIPP Plus.

2013 PIPP Plus Tips
Guide to PIPP Plus Enrollment

Customer is Currently ACTIVE on PIPP Plus	Service		Enroll on PIPP Plus or Mark as Enrollment	Re-Verify on PIPP Plus	Pay First PIPP Plus Plus Installment	Pay Reconnect Fee	Pay Plan Amount (<= \$175)	Pay non-PIPP Plus Plan Default (<= \$175)	Pay all Missed PIPP Plus Installments*	Pay all Missed Monthly Charges*	Pay Account Default (<= \$175)
	On	Off									
1. Defaulted PIPP Plus payments. Disconnect notice.	X			X					X		
2. Defaulted PIPP Plus payments. Service is off for non-payment.		X		X		X			X		
3. Transfer service. Disconnect notice.	X		X						X		
4. Name transfer. Account default in new name.	X		X				Transfer account default to new account holder.				

* WCP up to \$175 may be used to support this payment. If defaulted PIPP Plus installments exceed \$175, customer will need to make a co-payment to be reinstated or to remain on PIPP Plus.

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Request for Car Attendant/Live-In Aide

DARKE COUNTY METROPOLITAN HOUSING AUTHORITY

1469 Sweitzer Street • Greenville, OH 45331
Phone (937) 548-5380 • Fax (937) 548-8397
TDD/TYY 800-750-0750



Managing Agent
Community Action Partnership
of the Greater Dayton Area

Request for Care Attendant/Live-in Aide

Janey Christman Director
Jack Harless Chairman

Name _____ Phone _____
Request made by _____
Address _____

Please answer the following questions:

- Which family member requires a live-in aide? _____
- Explain how a live-in aide is essential to the care and well-being of this family member:

- Is the live-in aide needed: _____ full-time
_____ part-time
If part-time, what hours of the day? from _____ to _____
- List any qualified health professionals who can verify the need for a live-in aide.
Name/Title _____ Phone _____
Name/Title _____ Phone _____
- What is the current address of the proposed live-in aide?
Street _____ City/State _____ Zip Code _____
- What is the previous address of the proposed live-in aide?
Street _____ City/State _____ Zip Code _____
- How much will the live-in aide be paid? _____ per _____
- Is the proposed live-in aide a relative? _____ Yes _____ No

I certify that the information contained herein is true and correct.

Signature _____ Date _____

WARNING! Title 18, Section 1001 of the United States Code, states that a person who knowingly and willingly makes false or fraudulent statements to any department or agency of the United States is guilty of a felony.

**HOME ENERGY ASSISTANCE PROGRAM
Income Self-Declaration Form**

Name: _____ Date: _____

Address: _____

City: _____ State: _____ Zip Code: _____ Phone: _____

I hereby state that the total income of all persons in the household living at the above address is as follows:

Household income for the past twelve months has been: _____

Household income for the past three months has been: _____

Household income for the current month has been: _____

Self-Declaration for: Applicant _____ Household Member 18 or Older _____

Household income was/is derived from the following sources:

Client Name	Age	Income Source(s)	Effective Date	Expiration Date	30 Day Income

ZERO INCOME STATEMENT

If income is/was Zero or if only income is/was Utility Allowance, please briefly explain how your household (all members 18 years of age and older) was maintained for the past 3 months:

Housing: _____
Have you applied for assistance: Yes ___ No ___ IF NO, WHY _____

Food: _____
Have you applied for assistance: Yes ___ No ___ IF NO, WHY _____

Medical: _____
Have you applied for assistance: Yes ___ No ___ IF NO, WHY _____

Utility: _____
Have you applied for assistance: Yes ___ No ___ IF NO, WHY _____

Other: _____
Have you applied for assistance: Yes ___ No ___ IF NO, WHY _____

I understand that by signing this form, I authorize the Ohio Department Services Agency, Office of Community Assistance, or its designated representatives access to public assistance, social security, employment or other records needed to verify any statements I have made.

Signature _____ Date _____

Verified by _____ Date _____

Appendix VII: PY 2013 Energy Assistance Programs Training PUCO / Utilities Workshop Presenters

Shemeka Rodgers Collection Support Coordinator	AEP	Email: shroddgers@aep.com Telephone: 614-716-2265
Latrice Bryant Heap Specialist / Super-User	Amerigas	Email: Latrice.Bryant@amerigas.com Telephone: 800-453-8356 option 6
Tammy Schmid Strategic Initiatives – Regulatory Compliance Customer Services Leader	Columbia Gas of Ohio/Nisource	Email: tschmid@nisource.com Telephone: 614-460-6072
Lindsay Secrist Office Supervisor	Dayton Power & Light Company	Email: lindsay.secris@aes.com Telephone: 937-331-3193
Ella R. Hochstetler Customer Service Operations Manager	Dominion East Ohio Gas	Email: Ella.R.Hochstetler@dom.com Telephone: 216-736-5743
Roxie Edwards Customer Relations Manager	Dominion East Ohio Gas	Email: roxie.a.edwards@dom.com Telephone: 216-736-6622
Latressa Cobb latressa.cobb@duke-energy.com Supervisor, Accounts Receivable	Duke Energy	Email: Latressa.cobb@duke- Telephone: 513-419-1446
Jason Wallace jswallace@firstenergycorp.com Revenue Assurance Supervisor	First Energy (Cleveland Electric Illuminating, Ohio Edison & Toledo Edison)	Email: Telephone: 440-546-8840
Michele Figueroa mkfigueroa@firstenergycorp.com Senior Customer Accounting	First Energy (Cleveland Electric Illuminating, Ohio Edison & Toledo Edison)	Email: Telephone: 440-717-6824
Lisa Colosimo Chief Investigation and Audit Division	Public Utilities Commission of Ohio (PUCO)	Email: lisa.colosimo@puc.state.oh.us Telephone: 614-466-0126
Tonja Toles Low Income Programs Specialist	Public Utilities Commission of Ohio (PUCO)	Email: tonja.toles@puc.state.oh.us Telephone: 614-466-0138
Thea Sowell Supervisor – Low Income Programs	Vectren	Email: tsowell@vectren.com Telephone: 812-491-5202

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Appendix VIII: Case Review Checklist

The following is an example of a Case Review Checklist.

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Case Review Checklist

Case Manager: _____ Application Date: _____ Review Date: _____

Customer Name: _____ Reviewer: _____

	Yes	No	N/A	Notes
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Signed Documents

Application	_____	_____	_____	_____
Pending Letter	_____	_____	_____	_____
Pending App. Notice	_____	_____	_____	_____
PIPP+ Terms (or other payment plan form)	_____	_____	_____	_____
Self Declaration	_____	_____	_____	_____

Customer Information

SS# for all Household Members	_____	_____	_____	_____
Names	_____	_____	_____	_____
Address	_____	_____	_____	_____

Income

Correct	_____	_____	_____	_____
Income Calculation	_____	_____	_____	_____
90 days Verified	_____	_____	_____	_____
Failed 90 day - 12 mo. test completed?	_____	_____	_____	_____

Self-Declaration

Everyone 18 years +	_____	_____	_____	_____
Explored Rent	_____	_____	_____	_____
Explored Food	_____	_____	_____	_____
Explored Phone	_____	_____	_____	_____
Letter of Support (signed, dated –incl. address & ph. #)	_____	_____	_____	_____

Pending Documents

Income Dates	_____	_____	_____	_____
Co-pay Noted	_____	_____	_____	_____
Date of New Bill	_____	_____	_____	_____
Comments in OCEAN	_____	_____	_____	_____

Case Review Checklist

OFFICE of COMMUNITY ASSISTANCE
HEAP Review Tool - Version 2013

Agency _____ Grant No. _____

Field Rep _____ Date _____ Date of Last Visit _____

In-House Review

	YES	NO	COMMENTS
Customer/Utility concerns promptly resolved?			
Any problems with vendor payment?			
Fiscal reports timely & accurate?			
OCEAN used appropriately?			

On-Site Review

	YES	NO	COMMENTS
Staffing/Organization/Wages match the plan?			
HEAP Client Appeal Procedures present & posted correctly			
Public Relations notices done at least once per month?			
Previous monitoring issues resolved? If not, what issues are unresolved?			
Client Files complete & accurate? # reviewed _____			
Payments tracked to cancelled checks? (see back)			
PIPP Plus rejection report			
# files reviewed for accuracy of household income _____			
\$ 0 Income Client Files complete & accurate? # reviewed _____ (Documentation of waiver forms in files)			

State of Ohio
Development Services Agency
Data Confidentiality Agreement

Security and confidentiality are matters of concern of all users of Development Services Agency (DSA) information systems who have access to DSA confidential data in the Ohio Community and Energy Assistance Network (OCEAN) and in files of individuals who receive benefits administered by DSA. Each user entrusted with an authorized identification (an "Authorized User") to access any DSA information system holds a position of trust relative to the information it contains and must recognize and accept the responsibilities entrusted to him/her in preserving the security and confidentiality of such information. DSA information is subject to various state and federal confidentiality laws, including, but not limited to, section 1347.15 of the Ohio Revised Code.

An Authorized User's conduct, either on or off the job, may threaten the security and confidentiality of information. It is the responsibility of every Authorized User to know and understand the following:

1. You are given access to DSA information systems and client files only for the purposes of performing your job duties. You must not use, or permit any other person to use, any DSA information system or any information in client files (paper or electronic) for any other purpose.
2. You must not seek to benefit personally, or permit others to benefit personally, from any confidential information to which you have access by virtue of your job duties.
3. You must not disclose the contents of any record you may access through any DSA information system or in any client file to any person except as necessary for you to perform your job duties in accordance with the policies of DSA and your section.
4. You must not knowingly include or cause to be included in any record or report you create for DSA any false, inaccurate, or misleading information.
5. You must not remove or cause to be removed any record, report or file from the location where it is kept except as necessary for you to perform your job duties in accordance with the policies of DSA and your organization.
6. You must not disclose or share any security codes, *i.e.*, sign-ons, passwords, *etc.*, used to access any DSA information system or any client files maintained by your organization.
7. If you become aware of any violation of confidentiality rules, you must report the violation to your supervisor immediately.
8. You must not assist or knowingly allow any other person to violate any part of this Data Confidentiality Agreement.
9. Certain income and/or tax information to which you have access may be subject to protection by federal law. Internal Revenue Code Sections 7213 and 7431 provide civil and criminal penalties for unauthorized inspection or disclosure. These penalties include a fine of up to \$5,000 and/or imprisonment of up to 5 years.
10. You must not create or modify your own benefit application or applications for household members, relatives, friends, neighbors, acquaintances, significant others, spouses and/or former spouses. You must give applications for anyone you know to a manager for processing.
11. Authorized User accounts that are not used for 90 days will be disabled. If your Authorized User account is disabled, you will be required to sign a new confidentiality agreement to re-establish an Authorized User account (except an account disabled due to invalid password entered).
12. You certify to DSA that the email address below is your work account, and it is not shared or accessed by anyone except you.

Any violation of this policy may result in disciplinary action including immediate dismissal or other appropriate action.

I have read and understand this Data Confidentiality Agreement:

Signed (Date) _____

Name (Print) (Position Title) _____

Organization Name

Work Address (full address)

Phone Number Ext _____

Work E-Mail

*****To be filled out by Authorized Personnel Only*****

Time needed to access OCEAN _____ Mon. _____ Tues. _____ Wed. _____
 Thurs. _____ Fri. _____ Sat. _____ Sun. _____

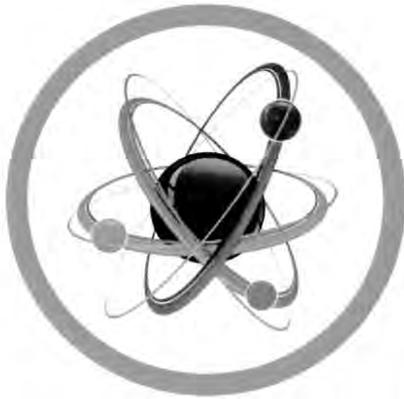
Type of access needed..... Intake _____ Reporting _____ Payment Batching _____ Org Administrator _____
 Read Only _____

Authorized Approval (Print)

Authorized Approval (Sign)..... (Date) _____

For OCS Use Only: User Created/updated by: _____ DSA Approval _____

2014 ENERGY ASSISTANCE PROGRAMS TRAINING



Energy to Change

AGENDA

- | | |
|-------|------------------------------------|
| 8:00 | Registration/Continental Breakfast |
| 8:30 | Opening Remarks |
| 9:15 | Workshop One |
| 10:45 | Workshop Two |
| 12:00 | Lunch |
| 1:15 | Workshop Three |
| 2:45 | Workshop Four |
| 4:00 | Adjourn |

2014 Columbus Energy Assistance Programs Training

Workshop Sessions/Descriptions

Customer Service: Expanding the box; turning limitations into solutions.— *presented by Colette Harrell*

As HEAP providers our resources are sometimes limited compared to the needs of our customers. Great customer service embraces expanding our boxes and allowing creative measures to meet burgeoning needs of both staff and customers alike. This workshop looks at our perception of customer service and how we can expand the box and minimize our limitations.

Program Management - *presented by OCA Monitoring Staff*

This workshop is directed toward HEAP Coordinators and Managers to review their responsibilities in carrying out the Ohio LIHEAP and provide them an open forum to interact with the monitoring staff and present their questions and concerns.

HEAP Guidelines - *presented by OCA Monitoring Staff*

This workshop will provide a general updates to the Energy Assistance Guidelines. Make sure you attend one of these four workshops to learn what is necessary to remain in compliance with State and Federal rules required to administer the Winter and Summer Crisis Programs. In addition to the guideline update agency Heap Coordinator, Best Practice Program Management tips will be presented by various HEAP Coordinators.

Program Integrity - *presented by Margaret Tate*

OCA has established a formal program integrity section. We will explain the procedures for deterring and detecting program abuse and taking corrective actions. The workshop will include an operational framework outlining; Data Mining, Operational Monitoring, Internal Controls, and response procedures for the agencies.

OCEAN Q+A - *presented by OCA Help Desk Staff*

This workshop is for current OCEAN users. The workshop will cover typical issues identified by the Help Desk and allow Agencies to bring up re-occurring issues they encounter.

Percentage of Income Payment Plan " PIPP Plus" - *presented by OCA Staff PIPP Plus Team*

This workshop is for new staff or staff who have worked with the program. This training will provide the initial knowledge and terminology of the program to provide staff with the information to assist customers in enrolling in the program. This workshop will provide an overview of key PIPP Plus concepts, updates on policies and procedures along with common problems encountered and any updates for PIPP Plus.

PUCO/Utilities - *presented by Tonja Stewart and Utility Representatives*

This workshop is for community action staff to hear valuable information from utility representatives and the PUCO on HEAP procedures and customer service contact information. The utility representatives and PUCO staff will answer questions and pass out utility assistance information that will help agencies communicate and resolve customer needs.

Income / Application Processing - *presented by OCA Staff Application Processing Team*

This workshop is for community action staff to receive answers related to documenting income (or lack thereof), citizenship and identification documentation, taxes and other items related to application processing. Agencies attending this workshop have been surveyed to provide specific problem areas in advance so staff may develop answers to FAQ.