

**DETAILED MODEL PLAN (LIHEAP)**

**Idaho Low Income Home Energy Assistance Program  
FFY 2018 State Plan**

**Mandatory Grant Application  
SF-424**

- 1a. Type of Submission: Plan
- 1b. Frequency: Annual
- 1c. Consolidated Application/Plan/Funding Request? Explanation:  
*[No response needed for item 1c]*
- 1d. Version: Initial
2. Date Received: *[No response needed for item 2]*
3. Applicant Identifier: *[No response needed for item 3]*
- 4a. Federal Entity Identifier: *[No response needed for item 4a]*
- 4b. Federal Award Identifier: *[No response needed for item 4b]*
- State Use Only:
5. Date Received by State: *[No response needed for item 5]*
6. State Application Identifier: *[No response needed for item 6]*
7. APPLICANT INFORMATION:
- a. Legal Name: Idaho Department of Health and Welfare
- b. EIN/TIN: 82-6000995
- c. Organizational DUNS: 82-520-14-86
- d. Address:
- Street 1: Division of Welfare
- Street 2: 450 West State Street, 2<sup>nd</sup> Floor
- City: Boise
- State: ID
- Country: United States
- ZIP Code: 83720-0036
- e. Organizational Unit:
- Department Name: Idaho Department of Health and Welfare
- Division Name: Division of Welfare
- f. Name and contact information of person to be contacted on matters involving this application:
- First Name: Dawn
- Last Name: Boyce
- Title: Program Manager
- Telephone: (208) 334-5782
- Fax: (208) 334-5817
- Email: [Dawn.Boyce@dhw.idaho.gov](mailto:Dawn.Boyce@dhw.idaho.gov)
- 8a. Type of Applicant: State Government
- 8b. Additional Description: *[No response needed for item 8b]*
9. Name of Federal Agency: *[No response needed for item 9]*
10. CFDA Numbers and Titles:
- CFDA Number: 93568
- CFDA Title: Low-Income Home Energy Assistance
11. Descriptive Title of Applicant's Project: *[No response needed for item 11]*
12. Areas affected by funding: STATE
13. Congressional Districts of:

- a. Applicant: 2  
b. Program/Project: Statewide
14. Funding Period:  
a. Start Date: 10/01/2017  
b. End Date: 09/30/2018
15. Estimated Funding:  
a. Federal: \$0  
b. Match: \$0
16. Is submission subject to review by State under Executive Order 12372 Process?  
a. This submission was made available to the State under the Executive Order 12372 Process for review on:  
b. Program is subject to E.O. 12372 but has not been selected by State for review.  
c. Program is not covered by E.O. 12372.
17. Is the Applicant delinquent on any Federal debt?  
NO
18. By signing this application, I certify (1) to the statements contained in the list of certifications\*\* and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances\*\* and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001).  
I Agree  
\*\* The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.
- 18a. Typed or Printed Name and Title of Authorized Certifying Official:  
Mr. Russell S. Barron, Director
- 18b. Signature of Authorized Official:  
\_\_\_\_\_
- 18c. Telephone (area code, number and extension)  
(208) 334-5500
- 18d. Email address:  
[Jodi.Osborn@dhw.idaho.gov](mailto:Jodi.Osborn@dhw.idaho.gov)
- 18e. Date Report Submitted (Month, Day, Year)  
\_\_\_\_\_

**DETAILED MODEL PLAN  
Low Income Home Energy Assistance Program (LIHEAP)  
2018 State Plan**

**Section 1**

**Program Components, 2605(a), 2605(b) (1) – Assurance 1, 2605(c) (1) (C)**

**1.1** Check which components you will operate under the LIHEAP program. (Note: You must provide information for each component designated here as requested elsewhere in this plan.)

Dates of Operation

- |                                     |                           |                        |                      |
|-------------------------------------|---------------------------|------------------------|----------------------|
| <input checked="" type="checkbox"/> | Heating assistance        | Start date: 10/01/2017 | End date: 06/30/2018 |
| <input type="checkbox"/>            | Cooling assistance        | Start date:            | End date:            |
| <input checked="" type="checkbox"/> | Crisis assistance         | Start date: 10/01/2017 | End date: 09/30/2018 |
| <input checked="" type="checkbox"/> | Weatherization assistance | Start date: 10/01/2017 | End date: 09/30/2018 |

Provide further explanation for the dates of operation, if necessary:

The end date for heating assistance is estimated. This category is dependent on the amount of funding received.

**Estimated Funding Allocation, 2604(C), 2605(k)(1), 2605(b)(9), 2605(b)(16) – Assurances 9 and 16**

**1.2** Estimate what amount of available LIHEAP funds will be used for each component that you will operate: **The total of all percentages must add up to 100%.**

61.92 % heating assistance

0 % cooling assistance

3.06 % crisis assistance

15 % weatherization assistance

6.84 % carryover to the following Federal fiscal year

10 % administrative and planning costs

3 % services to reduce home energy needs including needs assessment (Assurance 16)

.18 % used to develop and implement leveraging activities

100 % **TOTAL**

**Alternate Use of Crisis Assistance Funds, 2605(c)(1)(C)**

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

- Heating assistance
- Weatherization assistance
- Cooling assistance
- Other (specify): Crisis Assistance

**Categorical Eligibility, 2605(b)(2)(A) – Assurance 2, 2605(c)(1)(A), 2605(b)(8A) – Assurance 8**

**1.4** Do you consider households categorically eligible if one household member receives one of the following categories of benefits in the left column below?  Yes  No

If you answered “Yes” to question 1.4, you must complete the table below and answer questions 1.5 and 1.6.

	Heating	Cooling	Crisis	Weatherization
TANF	X		X	X
SSI	X		X	X
SNAP	X		X	X
Means-tested veteran’s program				
Other (Specify): _____				

**1.5** Do you automatically enroll households without a direct annual application?

- Yes  No –

If yes, explain:

**1.6** How do you ensure there is no difference in the treatment of categorically eligible households from those not receiving other public assistance when determining eligibility and benefit amounts?

In determining benefits for the heating component, there is no differentiation between non-categorically and categorically eligible participants. The benefit level is established by using a “heating matrix” which shows an average heating cost by region in the State. The benefit amount received by an eligible household is based on the household income, fuel type and energy burden. Households with the lowest income receive the highest benefit for their fuel type by region. Households with members who are disabled, over 60 or have children under the age of six (6) are considered vulnerable populations and are given a target benefit. We estimate approximately three quarters of categorically eligible families who received a LIHEAP benefit the prior year have one or more vulnerable members in the household. These families will be allowed to use the state’s abbreviated application process to apply for benefits at the beginning of the LIHEAP regular season. In addition, all other households who received a benefit last year with members who meet the vulnerable population definition will be contacted by state and encouraged to apply for benefits at the beginning of the regular LIHEAP season.

**SNAP Nominal Payments**

**1.7 a.** Do you allocate LIHEAP funds toward a nominal payment for SNAP households?

Yes  No

**If you answered “Yes” to question 1.7a, you must provide a response to questions 1.7b, 1.7c, and 1.7d.**

**1.7.b** Amount of Nominal Assistance: \$ \_\_\_\_\_

**1.7.c** Frequency of Assistance:

- Once per year
- Once every five years
- Other (describe): \_\_\_\_\_

**1.7d** How do you confirm that the household receiving a nominal payment has an energy cost or need?

**Determination of Eligibility – Countable Income**

1.8. In determining a household’s income eligibility for LIHEAP, do you use gross income or net income?

- Gross Income
- Net Income

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

- Wages
- Self-employment income
- Contract income
- Payments from mortgage or sales contracts
- Unemployment Insurance
- Strike pay
- Social Security Administration (SSA) benefits
  - Including MediCare deduction
  - Excluding MediCare deduction
- Supplemental Security Income (SSI)
- Retirement / pension benefits

- General Assistance benefits
- Temporary Assistance for Needy Families (TANF) benefits
- Supplemental Nutrition Assistance Program (SNAP) benefits
- Women, Infants, and Children Supplemental Nutrition Program (WIC) benefits
- Loans that need to be repaid
- Cash gifts
- Savings account balance
- One-time lump-sum payments, such as rebates/credits, winnings from lotteries, refund deposits, etc.
- Jury duty compensation
- Rental income
- Income from employment through Workforce Investment Act (WIA)
- Income from work study programs
- Alimony
- Child support
- Interest, dividends, or royalties
- Commissions
- Legal settlements
- Insurance payments made directly to the insured
- Insurance payments made specifically for the repayment of a bill, debt, or estimate
- Veterans Administration (VA) benefits
- Earned income of a child under the age of 18
- Balance of retirement, pension, or annuity accounts where funds cannot be withdrawn without a penalty.
- Income tax refunds
- Stipends from senior companion programs, such as VISTA
- Funds received by household for the care of a foster child
- Ameri-Corp Program payments for living allowances, earnings, and in-kind aid
- Reimbursements (for mileage, gas, lodging, meals, etc.)
- Other

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

**Section 2 - HEATING ASSISTANCE**

**Eligibility, 2605(b)(2) – Assurance 2**

2.1 Designate the income eligibility threshold used for the heating component:

Household Size	Eligibility Guideline	Eligibility Threshold
All Household Sizes	HHS Poverty Guidelines	150.00%

2.2 Do you have additional eligibility requirements for **HEATING ASSISTANCE?**

Yes  No

2.3 Check the appropriate boxes below and describe the policies for each.

- |  | <u>Yes</u>                          | <u>No</u>                           |
|--|-------------------------------------|-------------------------------------|
| • Do you require an assets test?                             | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| • Do you have additional/differing eligibility policies for: |                                     |                                     |
| • Renters?   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| • Renters living in subsidized housing?                      | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| • Renters with utilities included in the rent?               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| • Do you give priority in eligibility to:                    |                                     |                                     |
| • Elderly?   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| • Disabled?  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| • Young children?  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| • Households with high energy burdens?                       | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| • Other?   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

Explanation of policies for each “Yes” checked above:

Vulnerable households are defined as those with members who are disabled, have members over the age of 60 or under the age of six (6). We estimate approximately three-quarters of categorically eligible families who received a LIHEAP benefit the prior year have one or more vulnerable members in the household. These families will be allowed to use the State’s abbreviated application process to apply for benefits at the beginning of the LIHEAP regular season. In addition, all other households who received a benefit last year with members who meet the vulnerable population definition will be contacted by State and encouraged to apply for benefits at the beginning of the regular LIHEAP season. All vulnerable households eligible for a LIHEAP benefit receive increased funding through a target benefit as determined by the State. The target amount for the program year is \$25.

**Determination of Benefits, 2605(b)(5) – Assurance 5, 2605(c)(1)(B)**

2.4 Describe how you prioritize the provision of heating assistance to vulnerable households, e.g., benefit amounts, application period, etc.



We estimate approximately three-quarters of categorically eligible families who received a LIHEAP benefit the prior year have one or more vulnerable members in the household. These families will be allowed to use the state's abbreviated application process to apply for benefits at the beginning of the LIHEAP regular season. In addition, all other households who received a benefit last year with members who meet the vulnerable population definition will be contacted by the State and encouraged to apply for benefits at the beginning of the regular LIHEAP season. All vulnerable households eligible for a LIHEAP benefit receive increased funding through a target benefit as determined by the State. The target amount for the program year is \$25.

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

- Income
- Family (household) size
- Home energy cost or need:
  - Fuel type
  - Climate/region
  - Individual bill
  - Dwelling type
  - Energy burden (% of income spent on home energy)
  - Energy need
  - Other (Describe): Households with heat included in rent receive the

minimum benefit. Households with subsidized housing receive a benefit equivalent to that of a low-burden household.

**Benefit Levels, 2605(b)(5) – Assurance 5, 2605(c)(1)(B)**

2.6 Describe estimated benefit levels for FY 2017:

\$ 50 Minimum benefit

\$ 876 Maximum benefit

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

Yes  No

If yes, describe: Agencies accept donations as listed in the leveraging section of this plan. In the event of an area-wide emergency or disaster situation declared by the Governor, private resources supplement program services with donations such as firewood, blankets, winter clothing and assorted materials from Home Depot. Home Depot donations are donated for weatherization activities.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

**Section 3: COOLING ASSISTANCE**

**Eligibility, 2605(c)(1)(A), 2605(b)(2) – Assurance 2**

3.1 Designate the income eligibility threshold used for the cooling component:

Household Size	Eligibility Guideline	Eligibility Threshold

3.2 Do you have additional eligibility requirements for **COOLING ASSISTANCE**?

Yes  No

3.3 Check the appropriate boxes below and describe the policies for each.

- |  | Yes                      | No                       |
|--|--------------------------|--------------------------|
| • Do you require an assets test?                             | <input type="checkbox"/> | <input type="checkbox"/> |
| • Do you have additional/differing eligibility policies for: |                          |                          |
| • Renters?   | <input type="checkbox"/> | <input type="checkbox"/> |
| • Renters living in subsidized housing?                      | <input type="checkbox"/> | <input type="checkbox"/> |
| • Renters with utilities included in the rent?               | <input type="checkbox"/> | <input type="checkbox"/> |
| • Do you give priority in eligibility to:                    |                          |                          |
| • Elderly?   | <input type="checkbox"/> | <input type="checkbox"/> |
| • Disabled?  | <input type="checkbox"/> | <input type="checkbox"/> |
| • Young children?  | <input type="checkbox"/> | <input type="checkbox"/> |
| • Households with high energy burdens?                       | <input type="checkbox"/> | <input type="checkbox"/> |
| • Other?   | <input type="checkbox"/> | <input type="checkbox"/> |

Explanation of policies for each “Yes” checked above:

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

**Determination of Benefits, 2605(b)(5) – Assurance 5, 2605(c)(1)(B)**

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

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

**Benefit Levels, 2605(b)(5) – Assurance 5, 2605(c)(1)(B)**

3.6 Describe estimated benefit levels for FY 2018:

\$\_\_\_\_\_ Minimum benefit \$\_\_\_\_\_ Maximum benefit

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

Yes  No

If yes, describe.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

**Section 4: CRISIS ASSISTANCE**

**Eligibility - 2604(c), 2605(c)(1)(A)**

4.1 Designate the income eligibility threshold used for the crisis component:

Household Size	Eligibility Guideline	Eligibility Threshold
All Household Sizes	HHS Poverty Guidelines	150.00%

4.2 Provide your LIHEAP program’s definition for determining a crisis.

Idaho defines a crisis as a situation where an eligible household:

- Is at risk of disconnection of utility service;
- Has had their utility service disconnected; or
- Has less than 48 hours of bulk fuel.

4.3 What constitutes a life-threatening crisis?

Idaho defines a life-threatening crisis as a situation where an eligible household contains at least one household member:

1. With an illness or medical condition that poses an immediate risk due to the loss of the energy source.
2. Has a medical condition requiring the use of an energy source to operate a medical device or store medication.

Idaho also considers it a life-threatening situation when the household has less than 18 hours of bulk fuel during the heating season.

**Crisis Requirements, 2604(c)**

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

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

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

4.6 Do you have additional eligibility requirements for **CRISIS ASSISTANCE**?

Yes     No

4.7 Check the appropriate boxes below and describe the policies for each.

• Do you require an assets test?     Yes     No

• Do you give priority in eligibility to:

• Elderly?     Yes     No

- Disabled?  Yes  No
- Young children?  Yes  No
- Households w/high energy burdens?  Yes  No
- Other?  Yes  No

- In order to receive crisis assistance:

- Must the household have received a shut-off notice or have a near empty tank?  Yes  No
- Must the household have been shut off or have an empty tank?  Yes  No
- Must the household have exhausted their regular heating benefit?  Yes  No
- Must renters with heating costs included in their rent have received an eviction notice?  Yes  No
- Must heating/cooling be medically necessary?  Yes  No
- Must the household have non-working heating or cooling equipment?  Yes  No
- Other? \_\_\_\_\_  Yes  No

- Do you have additional/differing eligibility policies for:

- Renters?  Yes  No
- Renters living in subsidized housing?  Yes  No
- Renters with utilities included in the rent?  Yes  No

Explanations of policies for each “yes” checked above:

The intake process for crisis application uses the same intake process as regular benefits. This allows the agency to determine whether a household applying for crisis has members who are elderly, disabled or young children. Vulnerable households are prioritized when crisis funding is limited. Crisis applications are processed within 48 hours. In the event a household can show a life-threatening crisis situation, the application is processed within 18 hours. Households are required to provide documentation of a life-threatening condition. All households applying for crisis benefits must show they are at imminent risk of losing energy services or have already lost services. In some cases, the agency is able to verify this information directly from the energy provider.

### Determination of Benefits

#### 4.8 How do you handle crisis situations?

- Separate component
- Fast Track
- Other - Describe: \_\_\_\_\_

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

- Amount to resolve crisis  
 Other - Describe: \_\_\_\_\_

**Crisis Requirements, 2604(c)**

4.10 Do you accept applications for energy crisis assistance at sites that are geographically accessible to all households in the area to be served?

- Yes       No – If no, explain: \_\_\_\_\_

Each agency provides application intake either in their offices, by telephone, or in off-site locations.

4.11 Do you provide individuals who are physically disabled the means to:

- Submit applications for crisis benefits without leaving their homes?  
 Yes       No - If no, explain.
  
- Travel to the sites at which applications for crisis assistance are accepted?  
 Yes       No - If no, explain.

If you answered "No" to both options in question 4.11, please explain alternative means of intake to those who are homebound or physically disabled?

Idaho provides intake services through home visits or by telephone for the physically infirm (i.e. elderly or disabled).

**Benefit Levels, 2605(c)(1)(B)**

4.12 Indicate the maximum benefit for each type of crisis assistance offered.

Winter Crisis	\$_____ maximum benefit
Summer Crisis	\$_____ maximum benefit
Year-round Crisis	\$ <u>750</u> maximum benefit

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

- Yes       No

If yes, describe: Agencies accept donations as listed in the leveraging section of this plan. In the event of an area-wide emergency or disaster situation declared by the Governor, private resources supplement program services with donations such as firewood, blankets, clothing and portable space heaters.

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

- Yes       No

If you answered "Yes" to question 4.14, you must complete question 4.15.

4.15 Check appropriate boxes below to indicate type(s) of assistance provided:

	Winter Crisis	Summer Crisis	Year- round Crisis
Heating system repair			X
Heating system replacement			X
Cooling system repair			X
Cooling system replacement			X
Wood stove purchase			
Pellet stove purchase			
Solar panel(s)			
Utility poles / Gas line hook-ups			X
Other (Specify): _____			

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

Yes       No

If you responded "Yes" to question 4.16, you must respond to question 4.17.

4.17 Describe the terms of the moratorium and any special dispensation received by LIHEAP clients during or after the moratorium period.

Households that include elderly, disabled or children under 6 that are customers of a regulated utility qualify. The plan allows you to pay less than the full amount of your bill during the winter months (November 1 through March 31). Regulated utilities also are not allowed to discontinue services to customers with a past due amount during the moratorium.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

**Section 5: WEATHERIZATION ASSISTANCE**

**Eligibility, 2605(c)(1)(A), 2605(b)(2) – Assurance 2**

5.1 Designate the income eligibility threshold used for the Weatherization component:

Household Size	Eligibility Guideline	Eligibility Threshold
All Household Sizes	HHS Poverty Guidelines	200.00%

5.2 Do you enter into an interagency agreement to have another government agency administer a **WEATHERIZATION component**?  Yes  No

5.3 If yes, name the agency.

5.4 Is there a separate monitoring protocol for weatherization?  Yes  No

**WEATHERIZATION - Types of Rules**

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

- Entirely under LIHEAP (not DOE) rules
- Entirely under DOE WAP (not LIHEAP) rules
- Mostly under LIHEAP rules with the following DOE WAP rule(s) where LIHEAP and WAP rules differ: (Check all that apply.)
  - Income Threshold
  - Weatherization of entire multi-family housing structure is permitted if at least 66% of units (50% in 2- & 4-unit buildings) are eligible units or will become eligible within 180 days.
  - Weatherize shelters temporarily housing primarily low income persons (excluding nursing homes, prisons, and similar institutional care facilities)
  - Other – Describe:
- Mostly under DOE WAP rules, with the following LIHEAP rule(s) where LIHEAP and WAP rules differ: (Check all that apply.)
  - Income Threshold
  - Weatherization not subject to DOE WAP maximum statewide average cost per dwelling unit.
  - Weatherization measures are not subject to DOE Savings to Investment Ratio (SIR) standards.
  - Other – Describe:

**Eligibility, 2605(b)(5) – Assurance 5**

- Do you require an assets test?  Yes  No
- Do you have additional/differing eligibility policies for:



- Renters?
- Renters living in subsidized housing?
  
- Do you give priority in eligibility to:
  - Elderly?
  - Disabled?
  - Young children?
  - Households with high energy burdens?
  - Other?

If you selected "Yes" for any of the options in questions 5.6, 5.7, or 5.8, you must provide further explanation of these policies in the text field below.

Idaho considers the presence of elderly, disabled or young children in the household as well as households with high energy burdens as priority demographics for weatherization prioritization.

**Benefit Levels**

5.9 Do you have a maximum LIHEAP weatherization benefit/expenditure per household?

- Yes  No

5.10 What is the maximum amount? \$     N/A    

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

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

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Weatherization needs assessments/audits      | <input checked="" type="checkbox"/> Energy related roof repair  |
| <input checked="" type="checkbox"/> Caulking and insulation                      | <input checked="" type="checkbox"/> Major appliance repairs     |
| <input checked="" type="checkbox"/> Storm windows                                | <input checked="" type="checkbox"/> Major appliance replacement |
| <input checked="" type="checkbox"/> Furnace/heating system modifications/repairs | <input checked="" type="checkbox"/> Windows/sliding glass doors |
| <input checked="" type="checkbox"/> Furnace replacement                          | <input checked="" type="checkbox"/> Doors                       |
| <input checked="" type="checkbox"/> Cooling system modifications/repairs         | <input checked="" type="checkbox"/> Water heater                |
| <input type="checkbox"/> Water conservation measures                             | <input checked="" type="checkbox"/> Cooling system replacement  |
| <input checked="" type="checkbox"/> Compact florescent light bulbs               | <input type="checkbox"/> Other (describe)                       |

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

**Section 6: Outreach, 2605(b)(3) – Assurance 3, 2605(c)(3)(A)**

6.1 Select all outreach activities that you conduct that are designed to assure that eligible households are made aware of all LIHEAP assistance available:

- 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.
- Mass mailing(s) to prior-year LIHEAP recipients.
- 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 (specify):
  - Provide intake services through home visits or by telephone for the physically infirm (i.e. elderly or disabled).
  - Provide intake services through mail or email for applicants in rural areas.
  - Advise community partners and utility vendors of LIHEAP start date and program eligibility information.
  - Publish program information on website and through social media (Direct Service Providers and Home Energy Vendors).
  - Provide electronic application and completion instructions on website to support email intake services.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

**Section 7: Coordination, 2605(b)(4) – Assurance 4**

7.1 Describe how you will ensure that the LIHEAP program is coordinated with other programs available to low-income households (TANF, SSI, WAP, etc.)

- Joint application for multiple programs
- Intake referrals to/from other programs
- One-stop intake centers
- Other – describe: Categorically eligible households who have received a LIHEAP benefit the prior year apply through an abbreviated application process based on information used to determine eligibility for SNAP benefits in the current year.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

**Section 8: Agency Designation, 2605(b)(6) – Assurance 6 (required for state grantees and the Commonwealth of Puerto Rico)**

8.1 How would you categorize the primary responsibility of your State agency?

- Administration Agency
- Commerce Agency
- Community Services Agency
- Energy/Environment Agency
- Housing Agency
- Welfare Agency
- Other – describe:

**Alternate Outreach and Intake, 2605(b)(15) – Assurance 15**

If you selected "Welfare Agency" in question 8.1, you must complete questions 8.2, 8.3, and 8.4, as applicable.

8.2 How do you provide alternate outreach and intake for **HEATING ASSISTANCE**?

Idaho provides intake services through home visits or by telephone for vulnerable populations. Applications are emailed or mailed to participants as requested and off-site applications are taken at senior centers and low-income housing in rural areas. Categorically eligible households who have received a LIHEAP benefit the prior year apply through an abbreviated application process based on information used to determine eligibility for SNAP benefits in the current year.

8.3 How do you provide alternate outreach and intake for **COOLING ASSISTANCE**?

N/A

8.4 How do you provide alternate outreach and intake for **CRISIS ASSISTANCE**?

Idaho provides intake services through home visits or by telephone for vulnerable populations. Applications are emailed or mailed to participants as requested and off-site applications are taken at senior centers and low-income housing locations in rural areas. In addition, categorically eligible households (those receiving SNAP, TANF or SSI) can complete their application via telephone.

8.5 LIHEAP Component Administration.

	<u>Heating</u>	<u>Cooling</u>	<u>Crisis</u>	<u>Weatherization</u>
Who determines client eligibility?	Community Action Agencies  Non-profits	<u>N/A</u>	Community Action Agencies  Non-profits	Community Action Agencies  Non-profits
Who processes benefit payments to gas and electric vendors?	State Welfare Agency	<u>N/A</u>	Community Action Agencies	N/A

			Non-profits	
Who processes benefit payments to bulk fuel vendors?	State Welfare Agency	<u>N/A</u>	Community Action Agencies	N/A
			Non-profits	
Who performs installation of weatherization measures?	N/A	N/A	N/A	Community Action Agencies
				Non-profits
				Other

If any of your LIHEAP components are not centrally-administered by a state agency, you must complete questions 8.6, 8.7, 8.8, and, if applicable, 8.9.

8.6 What is your process for selecting local administering agencies?

In Idaho, Community Action Agencies are exempt from the bidding process for contracts. In the Department of Purchasing bid exemption, Community Action Agencies are defined as follows:

- **Community Action Agencies** -- Community action agencies and other neighborhood-based organizations providing direct services as detailed in the CSBG Act, Public Law 105-285 (42 US Code 9901); community action associates who provide CSBG administrative oversight responsibilities.

8.7 How many local administering agencies do you use?

6 (six)

8.8 Have you changed any local administering agencies from last year?

Yes  No

8.9 If so, why?

- Agency was in noncompliance with grantee requirements for LIHEAP
- Agency is under criminal investigation
- Added agency
- Agency closed
- Other – describe \_\_\_\_\_

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

**Section 9: Energy Suppliers, 2605(b)(7) – Assurance 7**

9.1 Do you make payments directly to home energy suppliers?

- Heating             Yes     No
- Cooling             Yes     No
- Crisis               Yes     No
- Are there exceptions?  Yes     No

If yes, describe: Idaho does make payments directly to the participant when the following conditions are met: household benefit is for heat in rent payment or household utilizes small (25 gallons or less) propane tanks for primary heating fuel or household uses wood or pellets.

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

Upon completion of their application the household receives an eligibility notice stating whether or not the household is eligible for assistance.

If the household is determined to be eligible, the notice includes the benefit amount, energy supplier and account number as applicable. When requested, a copy of the eligibility notice is provided to the home energy supplier who is then expected to provide the required protections to the eligible household.

If the household is determined ineligible, the eligibility notice states the reason for denial of services and their appeal rights.

9.3 How do you assure that the home energy supplier will charge the eligible household, in the normal billing process, the difference between the actual cost of the home energy and the amount of the payment?

Idaho requires a signed agreement named the Idaho LIHEAP Direct Payment Vendor Agreement with each participating energy supplier to be on file prior to the start of the program season or when a new vendor begins providing services to LIHEAP households. The signed Idaho LIHEAP Direct Payment Vendor Agreement ensures that program eligible households are treated fairly and not discriminated against in the cost of goods or services provided and that the full amount of assistance is applied to the household account. The Department works with a contractor to manage vendor agreements and monitor to verify energy suppliers are in compliance with the terms as outlined in the vendor agreement.

9.4 How do you assure that no household receiving assistance under this title will be treated adversely because of their receipt of LIHEAP assistance?

All energy suppliers participating in the LIHEAP program must have a signed vendor agreement prior to receiving LIHEAP funds for eligible households. The signed vendor agreement contains language that ensures program eligible households are treated fairly and not discriminated

against in the cost of goods or services provided and that the full amount of assistance is applied to the household account.

9.5 Do you make payments contingent on unregulated vendors taking appropriate measures to alleviate the energy burdens of eligible households?

Yes       No

If so, describe the measures unregulated vendors may take.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

**Section 10: Program, Fiscal Monitoring, and Audit, 2605(b)(10) – Assurance 10**

10.1. How do you ensure good fiscal accounting and tracking of LIHEAP funds?

LIHEAP funds are tracked using Direct Service Provider invoices which are submitted at least weekly and at a maximum, monthly. The funds requested by Direct Service Providers are reviewed by the primary contractor and the Department prior to payment. Fiscal activities are monitored throughout the year. Additionally, monitoring is performed annually. Monitoring includes an in-depth financial review of the program year. The Direct Service Providers are also required through contracts to have an annual audit conducted in accordance with the Single Audit Act.

Program activities are monitored during the season using reports generated by the Department computer database (i.e., number of applications per county and per Direct Service Provider; number of days to process applications).

The Department monitors all fiscal and program performance activities of the primary contractor on an annual basis (unless more frequent monitoring is indicated due to poor monitoring results) and is subject to an annual independent financial audit.

**Audit Process**

10.2. Is your LIHEAP program audited annually under the Single Audit Act and OMB Circular A-133?

Yes     

10.3. Describe any audit findings rising to the level of material weakness or reportable condition cited in the A-133 audits, Grantee monitoring assessments, inspector general reviews, or other government agency reviews of the LIHEAP agency from the most recently audited federal fiscal year.

No findings

Finding	Type	Brief Summary	Resolved?	Action Taken
#1	(choose one of the following: financial; monitoring; reporting; other) Financial	The LIHEAP agency accrued expenses before the job was completed and inspected.	(choose one of the following: yes; no; in progress) Yes	(choose one of the following: staffing/management changes; training changes; procedure/policy changes) Procedure/policy changes

10.4. Audits of Local Administering Agencies



What types of annual audit requirements do you have in place for local administering agencies/district offices?

- Local agencies/district offices are required to have an annual audit in compliance with the Single Audit Act and OMB Circular A-133.
- Local agencies/district offices are required to have an annual audit (other than A-133).
- Local agencies/district offices' A-133 or other independent audits are reviewed by Grantee as part of compliance process.
- Grantee conducts fiscal and program monitoring of local agencies/district offices.

**Compliance Monitoring**

10.5. Describe the Grantee’s strategies for monitoring compliance with the Grantee’s and Federal LIHEAP policies and procedures: select all that apply

Grantee employees:

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

Local Administering Agencies/District Offices:

- On-site evaluation
- Annual program review
- Monitoring through Central Database
- Desk reviews
- Client File Testing/Sampling
- Other program review mechanisms are in place. Describe:

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

Eastern Idaho Community Action Partnership	March 28, 2017
SouthEastern Idaho Community Action Agency	March 13, 2017
Community Action Partnership	April 13, 2017
El-Ada Community Action	January 23, 2017
South Central Community Action Partnership	February 10, 2017
Western Idaho Community Action Partnership	March 30, 2017

LIHEAP is reviewed on a monthly basis through quality assurance reviews of participant files during the regular season. Regular quality assurance activities are completed throughout the program year and included in reports submitted to the Department. Annual monitoring reviews are completed and include participant file reviews, desk review of policy, processes and procedures, fiscal/administrative and program/contractual compliance.

10.7 Describe how you select local agencies for monitoring reviews?

Site Visits: All agencies are monitored on an annual basis.

Desk Reviews: LIHEAP monitoring is completed via desk review of documentation and teleconference interview.

10.8 How often is each local agency monitored? Annually.

10.9 What is the combined error rate for eligibility determinations? Optional  
The combined error rate for eligibility determinations based on 330 file reviews is 0%.

10.10 What is the combined error rate for benefit determinations? Optional  
The combined error rate for benefit determinations based on 330 file reviews is 0%.

10.11 How many local agencies are currently on corrective action plans for eligibility and/or benefit determination issues?  
0 (zero)

10.12 How many local agencies are currently on corrective action plans for financial accounting or administrative issues?  
0 (zero)

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

**Section 11: Timely and Meaningful Public Participation, 2605(b)(12), 2605(C)(2)**

11.1 How did you obtain input from the public in the development of your LIHEAP plan?

Select all that apply:

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

11.2 What changes did you make to your LIHEAP plan as a result of this participation?

The intended use and distribution of LIHEAP funds has not changed since our last State Plan. No additional program focus has been added and no prior program focus has been deleted.

**Public Hearings, 2605(a)(2) – For States and the Commonwealth of Puerto Rico only**

11.3 List the date(s) and location(s) that you held public hearing(s) on the proposed use and distribution of your LIHEAP funds?

Date	Event Description
8/4/17	PY 18 LIHEAP Public Hearing held at 450 W State Street, 2 <sup>nd</sup> Floor, Boise, ID

11.4 How many parties commented on your plan at the hearing(s)?  
To be completed at close of public comment period.

11.5 Summarize the comments you received at the hearing(s).  
To be completed at close of public comment period.

11.6 What changes did you make to your LIHEAP plan as a result of the public hearing(s)?  
To be completed at close of public comment period.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

## **Section 12: Fair Hearings, 2605(b)(13) – Assurance 13**

12.1 How many fair hearings did the grantee have in the prior Federal fiscal year?

0 (zero)

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

0 (zero)

12.3 Describe any policy and/or procedural changes made in the last Federal fiscal year as a result of fair hearings?

None

12.4 Describe your fair hearing procedures for **households whose applications are denied**.

### Process for households whose applications are denied:

The household is given an eligibility notice upon completion of their application. The participant's appeal rights are included on the eligibility notice and on the formal 'Notice of Denial' letter. If the participant feels they were wrongly denied services, the direct service provider holds a conference with the participant to attempt to resolve their appeal. If unresolved, the direct service provider assists the household with completing and mailing the appeal form to the Department of Health and Welfare's Fair Hearing Unit.

Upon receipt of the participant's appeal request, the Department of Health and Welfare proceeds with the standard fair hearing procedure as outlined in the section below. To accommodate the applicant, hearings are conducted at the Regional Health and Welfare office closest to their residence through a telephone conference.

### Standard fair hearing procedure:

Administrative fair hearings are available to any household applying for or receiving a LIHEAP benefit in accordance with Idaho Administrative Code. Any program applicant or recipient may request a hearing. Included with all determination notices is a form that instructs customers how to request a hearing if they disagree with the action taken by the Department or if they feel they have been discriminated against. Fair Hearing Requests must be received within 30 days of the determination and can be submitted using the Department's Hearing Request Form (HW-0406) or by submitting in writing their name, address and phone number, and the remedy requested.

Once a fair hearing request is received, the Department acknowledges the fair hearing request and has 30 days to schedule a hearing. The Department contacts each individual before scheduling the hearing to discuss the basis of the hearing and to address any misunderstandings or miscommunication that may have occurred. If the individual does not request to withdraw their hearing request then the hearing will take place as scheduled. The hearing is conducted by a hearing officer. Once the hearing has taken place the hearing officer has 30 days to file a preliminary order, which is distributed to both the Department and the individual. The individual will receive a written copy of the hearing decision by mail. If the individual does not agree with the hearing officer's decision, he or she has an opportunity to

appeal the decision. These appeals are managed by the office of the Director of Health and Welfare and the Deputy Attorney General.

- **DIVISION OF WELFARE: TIME FOR FILING APPEAL.** A decision issued by the Department in a Division of Welfare program will be final and effective unless an individual or representative appeals within thirty (30) days from the date the decision was mailed, except that a recipient or applicant for Food Stamps has ninety (90) days to appeal. An individual or representative may also appeal when the Department delays in making an eligibility decision or making payment beyond the limits specified in the particular program within thirty (30) days after the action would have been taken if the Department had acted in a timely manner. (5-8-09)

12.5 When and how are applicants informed of these rights?

Fair hearing notices are posted in local agency offices and satellite offices in the intake area, intake work stations and/or lobby area. Agencies who serve limited English proficiency applicants provide this information in Spanish. The household is given an eligibility notice upon completion of their application. The participant's appeal rights are included on the eligibility notice and on the 'Notice of Denial.' The eligibility notice and the 'Notice of Denial' are provided in Spanish to households who indicate their primary language is Spanish.

12.6 Describe your fair hearing procedures for households whose applications are not acted on in a timely manner.

All fair hearing processes are handled within the process described under Section 12.4.

12.7. When and how are applicants informed of these rights?

The household is given an eligibility notice upon completion of their application. The participant's appeal rights are included on the eligibility notice and on the 'Notice of Denial.'

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

## **Section 13: Reduction of home energy needs, 2605(b)(16) – Assurance 16**

13.1 Describe how you use LIHEAP funds to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance?

Services provided to encourage and enable households to reduce their home energy consumption include the following:

- Include information on level payment plans during energy education, targeted to vulnerable populations and fixed income participants;
- In-home energy education to support installation of utility-provided kit materials;
- Purchase of low cost/no cost energy conservation items for non-regulated electric utility customers;
- Leverage supplemental payments for participants who were unable to obtain their LIHEAP benefits;
- Assessment of home energy use;
- Referral to the Weatherization Assistance Program;
- Provide centralized energy education classes to outreach sites, target households of a specific utility to increase impact;
- Provide a supplemental payment on behalf of the participant to the home energy vendor to incentivize participation in formal energy education;
- Referral to available utility-funded energy conservation programs/services;
- Advocacy on behalf of households with home energy vendor to prevent disconnection; and
- Incentive benefits to households for attendance at energy education classes.

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

Each budget component is assigned a Program Cost Accounting (PCA) code. Expenditures applicable to these activities are coded to the specific PCA. The fiscal accounting of the Direct Service Providers is monitored to ensure costs are coded to the appropriate PCA for the type of activity being billed.

13.3 Describe the impact of such activities on the number of households served in the previous Federal fiscal year.

The impact of the Assurance 16 activities provided to 41 % of households that received LIHEAP will serve as a baseline for comparison in future program years. The data collection occurred by tracking services statewide in the statewide database. These services are associated with LIHEAP-recipient households whose energy cost and consumption is collected from the home energy vendors annually.

PY 17 will serve as the baseline year for tracking outcomes of education and other Assurance 16 activities. The outcome of Assurance 16 activities will be determined by a combination of data analysis, program participant perspective and the data available on the Performance Management Integration Guides. The energy consumption and cost for LIHEAP recipient

households who have a minimum of twelve months of energy cost and consumption data and received Assurance 16 services will be analyzed beginning in PY 18. In addition, Idaho will provide an online survey to PY 18 LIHEAP recipient households to determine the effectiveness of Assurance 16 activities. This will provide a customer perspective and provide information on related behavioral changes which can be associated with Assurance 16 activities. Idaho will also utilize the data on the Performance Management Integration Guides developed by Apprise to identify areas where Assurance 16 activities can be improved in future years.

13.4 Describe the level of direct benefits provided to those households in the previous Federal fiscal year.

In PY17, 36,941 households received these services.

13.5 How many households applied for these services?

Idaho does not require a separate application to receive these services. Identification of eligible households is completed during program intake.

13.6 How many households received these services?

In PY17, 15,513 households received these services.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

**Section 14: Leveraging Incentive Program, 2607(A)**

14.1 Do you plan to submit an application for the leveraging incentive program?

Yes     No

14.2 Describe instructions to any third parties and/or local agencies for submitting LIHEAP leveraging resource information and retaining records.

Direct Service Providers pursue enhanced heat and weatherization funding through leveraging activities according to the guidelines set in the LIHEAP regulations outlined in 45 CFR 96.87, in DOE Grant Guidance and 10 CFR 440. Direct Service Providers will ensure all funds obtained from leveraging are used to increase LIHEAP impact on utility bill assistance and expand energy efficiency services and/or increase the number of dwelling units completed for weatherization eligible participants. Direct Service Providers are responsible for retaining this information. Direct Service Providers are required by contract to submit an Annual Leveraging Report no later than October 14th.

14.3 For each type of resource and/or benefit to be leveraged in the upcoming year that will meet the requirements of 45 C.F.R. § 96.87(d)(2)(iii), describe the following:

What is the type of resource or benefit?	What is the source(s) of the resource?	How will the resource be integrated and coordinated with the LIHEAP program?
1-Cash donations	Community Members	Cash donations are used to offset utility bill assistance to low income households.
2-Discounts and/or Waivers	Local Businesses	Discounts and/or Waivers provided to low income households to increase impact of utility bill assistance.
3-Volunteer Time	Community Members	Donation of time and talent to the agency by community members to provide firewood to low-income households referred by agency to partner organization.
4-Utility Funding for Weatherization	Local Businesses	Funding allocated to agencies by utilities to be used to provide weatherization services to low-income housing.
5-Donated Winter Clothing/Blankets	Community Members	Donations of warm clothing and blankets to agency to be used to benefit low-income households and individuals.
6-Energy Education Funding	Regulated electric utilities	Avista, Idaho Power and Rocky Mountain Power provide funding to agencies who determine whether to provide individualized education, host energy education events, develop printed materials or provide energy conservation kits to distribute to utility customers to increase impact of utility bill assistance through energy conservation and education.
7-Donated Services	Community Members	Handymen, community members, and chimney sweepers donated services to low income



		households to increase impact of utility bill assistance to these households.
8-Paint Magic	Local Business	Painting services donated to local low income community members to improve dwelling durability.
9-Housing Preservation Grant	Grant Funding	Allows weatherized homes to get non-energy improvements to improve dwelling durability.
10-Landlord Contribution to Weatherization	Community Members	Contribution of funds to agency toward weatherization of rental units and/or provision of repair that resulted in weatherization services to low-income households
11-Material Donations	Local Businesses	Contribution of materials to weatherization agencies to increase dwelling durability, comfort and provide measures which are not allowable with federal funds.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

**Section 15: Training**

15.1. Describe the training you provide for each of the following groups:

a. Grantee Staff:

Formal training on grantee policies and procedures

How often?

Annually

Biannually

As needed

Other – Describe:

Employees are provided with policy manual

Other – Describe:

b. Local Agencies:

Formal training conference

How often?

Annually

Biannually

As needed

Other – Describe:

On-site training

How often?

Annually

Biannually

As needed

Other – Describe:

Employees are provided with policy manual

Other – Describe:

c. Vendors

Formal training conference

How often?

Annually

Biannually

As needed

Other – Describe:

Policies communicated through vendor agreements

Policies are outlined in a vendor manual

Other – Describe:

Funding permitting, biennial conference between vendors, Direct Service Providers and State Agency (Energy Symposium).

15.2. Does your training program address fraud reporting and prevention?

Yes

No

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

## **Section 16: Performance Goals and Measures, 2605(b) – Required for States only**

16.1 Describe your progress toward meeting the data collection and reporting requirements of the four required LIHEAP performance measures. Include timeframes and plans for meeting these requirements and what you believe will be accomplished in the coming Federal fiscal year.

Idaho began collecting data on the four required LIHEAP performance measures in FFY 2015. The statewide database has new data fields to track all necessary information required for reporting. The four required measures are as follows:

- Energy Burden Targeting (all households)
- Energy Burden Targeting (high burden households)
- Restoration of Home Energy Service
- Prevention of Loss of Home Energy Service

These four measures were initially reported in FFY 2016 in Sections V through VII of the Performance Data form in OLDC. When reviewing the data that was collected by intake staff, Idaho identified a gap in reporting accuracy. It was recognized that staff was interpreting the required data elements differently. To provide clarity, we provided T and TA across the network to ensure uniformity in collecting future data. Additionally, improvements were made to the reporting module of the statewide database.

**Policy Manual Updates and Staff Training:** Intake staff were trained on the new data elements and processes for collecting information beginning in FFY 2015. This is the timeframe when the new data points were incorporated in to the statewide database. In FFY 2017, Idaho continued to utilize analysis of data to improve training for intake staff and developed a comprehensive manual for data collection in to the statewide database for users to reference throughout the LIHEAP season. In addition, Idaho evaluates data collection related to federal reporting requirements quarterly in order to minimize inaccurate data collection. This is expected to continually improve the quality of data collected within the statewide database.

Idaho's LIHEAP Intake Manual is reviewed annually to include any policy and/or process improvements to support integrity of data collection. Collection of the four data points related to the Performance Data form were incorporated in to this policy manual. This manual is used by LIHEAP intake staff and program managers. Idaho hosts a de-brief meeting after the close of the heating season to discuss challenges with program delivery and to identify solutions which are then incorporated in to the policy manual to ensure high-quality program implementation and accurate data collection.

**Modified Vendor Agreements:** Idaho's vendor agreements identify the new data elements and established data reporting requirements. All vendors with a signed agreement will be required to submit data to the Department on an annual basis. Idaho continues to work with vendors to address challenges and/or concerns that arise regarding reporting requirements. Per the agreement, vendors are required to submit their data reports annually. The data will be analyzed in preparation for reporting on the LIHEAP Performance Measures report.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

**Section 17: Program Integrity, 2605(b)(10)**

**17.1. Fraud Reporting Mechanisms**

a. Describe all mechanisms available to the public for reporting cases of suspected waste, fraud, and abuse. Select all that apply.

- Online Fraud Reporting
- Dedicated Fraud Reporting Hotline
- Report directly to local agency/district office or Grantee office
- Report to State Inspector General or Attorney General
- Forms and procedures in place for local agencies/district offices and vendors to report fraud, waste, and abuse.
- Other – describe:

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

- Printed outreach materials
- Addressed on LIHEAP application
- Website
- Other – describe: Idaho statewide 2-1-1 customer care-line.

**17.2. Identification Documentation Requirements**

a. Indicate which of the following forms of identification are required or requested to be collected from LIHEAP applicants or their household members.

Type of Identification Collected	Collected from Whom?		
	Applicant Only	All Adults in HH	All Household Members
Social Security Card is photocopied and retained	Required <input type="checkbox"/>	Required <input type="checkbox"/>	Required <input type="checkbox"/>
	Requested <input type="checkbox"/>	Requested <input type="checkbox"/>	Requested <input type="checkbox"/>
Social Security Number (without actual card)	Required <input checked="" type="checkbox"/>	Required <input checked="" type="checkbox"/>	Required <input checked="" type="checkbox"/>
	Requested <input type="checkbox"/>	Requested <input type="checkbox"/>	Requested <input type="checkbox"/>
Government-issued identification card (i.e.: driver's license, state ID, Tribal ID, passport, etc.)	Required <input type="checkbox"/>	Required <input type="checkbox"/>	Required <input type="checkbox"/>
	Requested <input type="checkbox"/>	Requested <input type="checkbox"/>	Requested <input type="checkbox"/>
Other: Documented Refugees and Lawful Permanent Resident (LPR) visa	Required <input checked="" type="checkbox"/>	Required <input checked="" type="checkbox"/>	Required <input checked="" type="checkbox"/>

b. Describe any exceptions to the above policies.

Applicants do not have to provide a SSN if it is against their religious or political beliefs to do so. If an applicant is living temporarily in the United States for work or educational purposes, providing a SSN is not required. The reason that an applicant did not provide a SSN must be documented in the “Case Notes” section of the intake database. The database does have the ability to assign a unique identifier to applicants who do not provide a SSN during program intake.

### 17.3. Identification Verification

Describe what methods are used to verify the authenticity of identification documents provided by clients or household members. Select all that apply.

- Verify SSNs with Social Security Administration
- Match SSNs with death records from Social Security Administration or state agency
- Match SSNs with state eligibility/management system (e.g., SNAP, TANF)
- Match with state Department of Labor system
- Match with state and/or federal corrections system
- Match with state child support system
- Verification using private software (e.g., The Work Number)
- In-person certification by staff (for tribal grantees only)
- Match SSN/Tribal ID number with tribal database (for tribal grantees only)
- Other – describe: In-person certification by staff, duplicate SSN check in statewide database.

### 17.4. Citizenship/Legal Residency Verification

What are your procedures for ensuring that household members are U.S. citizens or aliens who are qualified to receive LIHEAP benefits? Select all that apply.

- Clients sign an attestation of citizenship or legal residency
- Client’s submission of Social Security cards is accepted as proof of legal residency
- Noncitizens must provide documentation of immigration status
- Citizens must provide a copy of their birth certificate, naturalization papers, or passport
- Noncitizens are verified through the SAVE system
- Tribal members are verified through Tribal database/Tribal ID card
- Other – describe:

For categorically eligible households, state eligibility system provides verification through SSA and SAVE interfaces.

### 17.5. Income Verification

What methods does your agency utilize to verify household income? Select all that apply.

- Require documentation of income for all adult household members
  - Pay stubs
  - Social Security award letters
  - Bank statements
  - Tax statements

- Zero-income statements
- Unemployment Insurance letters
- Other – describe:
- Computer data matches:
  - Income information matched against state computer system (e.g., SNAP, TANF)
  - Proof of unemployment benefits verified with state Department of Labor
  - Social Security income verified with SSA
  - Utilize state directory of new hires
  - Other – describe:

#### 17.6. Protection of Privacy and Confidentiality

Describe the financial and operating controls in place to protect client information against improper use or disclosure. Select all that apply.

- Policy in place prohibiting release of information without written consent
- Grantee LIHEAP database includes privacy/confidentiality safeguards
- Employee training on confidentiality for:
  - Grantee employees
  - Local agencies/district offices
- Employees must sign confidentiality agreement
  - Grantee employees
  - Local agencies/district offices
- Physical files are stored in a secure location
- Other – describe: Electronic files are uploaded and stored in the statewide database which includes privacy/confidentiality safeguards.

#### 17.7. Verifying the Authenticity of Energy Vendors

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

- All vendors must register with the State
- All vendors must supply a valid SSN or TIN/W-9 form
- Vendors are verified through energy bills provided by the household
- Grantee and/or local agencies/district offices perform physical monitoring of vendors
- Other – describe, and note any exceptions to policies above:  
Idaho verifies the authenticity of energy vendors being paid with LIHEAP funding using the Idaho LIHEAP Direct Payment Vendor Agreement.

#### 17.8. Benefits Policy – Gas and Electric Utilities

What policies are in place to protect against fraud when making benefit payments to gas and electric utilities on behalf of clients? Select all that apply.

- Applicants required to submit proof of physical residency
- Applicants must submit current utility bill
- Data exchange with utilities that verifies:
  - Account ownership
  - Consumption
  - Balances
  - Payment history

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

**17.9. Benefits Policy — Bulk Fuel Vendors**

What procedures are in place for averting fraud and improper payments when dealing with bulk fuel suppliers of heating oil, propane, wood, and other bulk fuel vendors? Select all that apply.

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

**17.10. Investigations and Prosecutions**

Describe the Grantee’s procedures for investigating and prosecuting reports of fraud, and any sanctions placed on clients/staff/vendors found to have committed fraud. Select all that apply.

- Refer to state Inspector General
- Refer to local prosecutor or state Attorney General
- Refer to US DHHS Inspector General (including referral to OIG hotline)
- Local agencies/district offices or Grantee conduct investigation of fraud complaints from public
- Grantee attempts collection of improper payments. If so, describe the recoupment process.
- Clients found to have committed fraud are banned from LIHEAP assistance. For how long is a household banned?



- Contracts with local agencies require that employees found to have committed fraud are reprimanded and/or terminated
- Vendors found to have committed fraud may no longer participate in LIHEAP
- Other — describe:

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.