

DETAILED MODEL PLAN (LIHEAP)

**Idaho Low Income Home Energy Assistance Program
FFY 2020 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 #1c]*
1d. Version: Initial
2. Date Received: *[No response needed #2]*
3. Applicant Identifier: *[No response needed#3]*
4a. Federal Entity Identifier: *[No response needed #4a]*
4b. Federal Award Identifier: *[No response needed #4b]*
State Use Only:
5. Date Received by State: *[No response needed #5]*
6. State Application Identifier: *[No response needed #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, 2nd Floor
 City: Boise
 County: Ada
 State: ID
 Province: *[No response needed]*
 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: John
 Last Name: Farley
 Title: Program Manager
 Organizational Affiliation: Idaho Department of Health and Welfare
 Telephone: (208) 334-5739
 Fax: (208) 334-5817
 Email: John.Farley@dhw.idaho.gov
8a. Type of Applicant: State Government
8b. Additional Description: *[No response needed #8b]*
9. Name of Federal Agency: *[No response needed #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 #11]*
12. Areas affected by funding: State

13. Congressional Districts of:

- a. Applicant: 2
- b. Program/Project: Statewide

14. Funding Period:

- a. Start Date: 10/01/2019
- b. End Date: 09/30/2020

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

Explanation:

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).**

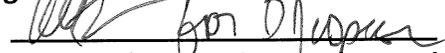
I Agree

**** 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. Dave Jeppesen, Director

18b. Signature of Authorized Official:



18c. Telephone (area code, number and extension)

(208) 334-0633

18d. Email address:

Dave.Jeppesen@dhw.idaho.gov

18e. Date Report Submitted (Month, Day, Year)

9/25/19

DETAILED MODEL PLAN
Low Income Home Energy Assistance Program (LIHEAP)
2020 State Plan

Section 1 Program Components

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

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

Dates of Operation

<input checked="" type="checkbox"/>	Heating assistance	Start date: 10/01/2019	End date: 09/30/2020
<input type="checkbox"/>	Cooling assistance	Start date:	End date:
<input checked="" type="checkbox"/>	Crisis assistance	Start date: 10/01/2019	End date: 09/30/2020
<input checked="" type="checkbox"/>	Weatherization assistance	Start date: 10/01/2019	End date: 09/30/2020

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%.**

- 61.37 % heating assistance
- 0 % cooling assistance
- 1.60 % crisis assistance
- 14.95 % weatherization assistance
- 9.0 % carryover to the following federal fiscal year
- 10.0 % administrative and planning costs
- 2.91 % services to reduce home energy needs including needs assessment (Assurance 16)
- .17 % 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	Yes	No	Yes	Yes
SSI	Yes	No	Yes	Yes
SNAP	Yes	No	Yes	Yes
Means-tested veteran’s program	No	No	No	No
Other (Specify):	No	No	No	No

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 heating assistance 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 heating 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 LIHEAP heating 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.

17.b Amount of Nominal Assistance: \$ _____

17.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.

- | | Yes | No |
|--|-------------------------------------|-------------------------------------|
| • 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 heating assistance 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 heating 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 LIHEAP heating 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 heating 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 LIHEAP heating 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 2019:

\$ 50 Minimum benefit

\$ 1141 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, clothing and portable electric heaters.

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 – Not Applicable

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.

- | | <u>Yes</u> | <u>No</u> |
|--|--------------------------|--------------------------|
| • 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 2019:

\$ _____ 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. With 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

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: _The benefit will be the amount to resolve the crisis, up to \$3500.00.

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?

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 \$ 3500.00 maximum benefit

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

- Yes No

If yes, describe: 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 electric 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			X
Pellet stove purchase			X
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

5.6 Do you require an assets test? Yes No

- Do you have additional/differing eligibility policies for:
 - Renters? Yes No
 - Renters living in subsidized housing? Yes No

- Do you give priority in eligibility to:
 - Elderly? Yes No
 - Disabled? Yes No
 - Young children? Yes No
 - Households with high energy burdens? Yes No
 - Other? Yes No

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

Applicants that rent their homes are required to obtain an Owner and Renter Agreement as outlined in the DOE-Approved Idaho Weatherization Operations Manual (IWOM). 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 instructions on website

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 heating assistance 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 heating assistance 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>
8.5a Who determines client eligibility?	Community Action Agencies; Non-profits	N/A	Community Action Agencies; Non-profits	Community Action Agencies; Non-profits
8.5b Who processes benefit payments to gas and electric vendors?	State Welfare Agency	N/A	Community Action Agencies; Non-profits	N/A
8.5c Who processes benefit payments to bulk fuel vendors?	State Welfare Agency	N/A	Community Action Agencies;	N/A

			Non-profits	
8.5d 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 bulk fuel

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

Clients receive an eligibility notice upon completion of their application.

For eligible households, the notice will include the heating assistance benefit amount, energy supplier and account number, as applicable. When requested, a copy of the eligibility notice is provided to the home energy vendor.

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 heating 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 the energy suppliers follow the terms as outlined in the vendor agreement.

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

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
	(choose one of the following: financial; monitoring; reporting; other):		(choose one of the following: yes; no; in progress):	(choose one of the following: staffing/management changes; training 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? Select all that apply.

- 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.

Community Action Partnership	March 13, 2019
Eastern Idaho Community Action Partnership	March 20, 2019
El-Ada Community Action	April 3, 2019
South Central Community Action Partnership	April 1, 2019
SouthEastern Idaho Community Action Agency	March 21, 2019
Western Idaho Community Action Partnership	April 5, 2019

LIHEAP is reviewed monthly through quality assurance reviews of participant files during the heating 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?

All agencies are monitored.

10.8 How often is each local agency monitored? Annually.

10.9 What is the combined error rate for eligibility determinations? OPTIONAL

10.10 What is the combined error rate for benefit determinations? OPTIONAL

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
7/15/19	PY 20 LIHEAP Public Hearing held at 450 W State Street, 2 nd Floor, Boise, ID

11.4 How many parties commented on your plan at the hearing(s)?

None.

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

N/A

What changes did you make to your LIHEAP plan as a result of the comment received at the public hearing(s)?

None.

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

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 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) by submitting in writing their name, address and phone number, and the remedy requested, or by making a verbal request for a fair hearing with the Department. 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, address the customers concerns and clarify the action taken by the Department. If the individual does not request to withdraw their hearing request at that time, 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

with a Petition for Review. 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 appeal 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 program within thirty (30) days after the action would have been taken if the Department had acted in a timely manner.

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.

If the participant feels that their benefits were in an untimely manner, the direct services 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. 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) by submitting in writing their name, address and phone number, and the remedy requested, or by making a verbal request for a fair hearing with the Department. 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, address the customer's concerns and clarify the action taken by the Department. If the individual does not request to withdraw their hearing request at that time, 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 with a Petition for Review. These appeals are managed by the office of the Director of Health and Welfare and the Deputy Attorney General.

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?

DSPs provide ancillary services to encourage and enable households to reduce their home energy consumption to include:

- Provide information on level payment plans during energy education, targeted to vulnerable populations and fixed income participants;
- Purchasing low cost/no cost energy conservation measures for non-regulated electric utilities;
- Leverage supplemental payments for participants who were unable to obtain LIHEAP heating assistance benefits or for whom a LIHEAP heating assistance benefit was insufficient to prevent/resolve a heating emergency;
- Assessment of home energy use;
- Referral to the Weatherization Assistance Program;
- Provide centralized energy education classes to outreach sites
- Tailoring outreach to target households of specific utilities to increase participation in utility funded energy conservation programs;
- Advocate on behalf of households with home energy vendors to prevent disconnection

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.

In 2018, Assurance 16 services were provided to 50% of LIHEAP applicants. In 2019, Assurance 16 services were provided to 64% of households. The data collection occurred by tracking services statewide in the database.

To assess the impact of Assurance 16 services, 1,877 Assurance 16 service recipients were surveyed in March 2019. Of the 1,877 surveys sent out, 181 clients returned complete surveys. Participants were asked to assess Energy Saving Education Information, Energy Costs Budget or Financial Counseling, Energy Kit, Material Use Education, Assistance with the home energy vendor (to avoid disconnection), Establish Utility payment arrangement, Referral to other sources of utility assistance, Home Weatherization needs assessment and referral.

Across the 7 categories of Assurance 16 services, the average reduction in energy costs reported by participants was 3.03 on a scale of 1 to 5 with 1 being no noticeable reduction in costs and 5 being a large reduction in costs. Looking at the services as a group offered under Assurance 16 reveals overall satisfactory impact reported at the participant level.

Advocacy with home energy vendors to avoid disconnection was rated most effective by participants. Of the Assurance 16 services currently offered, home energy vendor advocacy to avoid disconnection is the most immediate outcome focused and meets a critical household need in addition to resulting in lower energy costs. Home weatherization needs assessment and referral shows the highest proportion of 1 ratings. Due to the extensive wait lists and requirement of referral for high energy burden households to Weatherization, many LIHEAP heating assistance participants receive this Assurance 16 service without immediate outcomes.

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

N/A

13.5 How many households applied for these services?

N/A

13.6 How many households received these services?

In PY19, 19,622 households received Assurance 16 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 heating assistance and expand energy efficiency services and/or increase the number of dwelling units receiving weatherization services.

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 LIHEAP?
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	Donated services to low income households to increase the impact of utility bill assistance.
8-Housing Preservation Grant	Grant Funding	Allows weatherized homes to get non-energy improvements to improve dwelling durability.
9-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
10-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:

Other:

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 continues to collect data on the four required LIHEAP performance measures. 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

For FFY 2020, the statewide database has been updated to collect occupancy metrics in order to streamline intake and make eligibility determinations.

Idaho evaluates data collection related to federal reporting requirements quarterly to minimize inaccurate data. 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.

Idaho will continue to review LIHEAP performance measure data to aid in interpreting the state's approach to enhancing LIHEAP program delivery.

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 type="checkbox"/>	Required <input type="checkbox"/>
	Requested <input type="checkbox"/>	Requested <input checked="" type="checkbox"/>	Requested <input checked="" 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. At least one member of the household is required to give their Social Security number. If a household has only one member, that person must provide their Social Security number, or they will be unable to participate in the LIHEAP program.

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.

DETAILED MODEL PLAN (LIHEAP)

Program Name:	Low Income Home Energy Assistance
Grantee Name:	IDAHO
Report Name:	DETAILED MODEL PLAN (LIHEAP)
Report Period:	10/01/2019 to 09/30/2020
Report Status:	Submission in Review by CO

Review Comments

Section 4 - CRISIS ASSISTANCE

Review - Check the appropriate boxes below and describe the policies

Review Date	Comment	Degree of Grantee Follow-up	Date Follow-up Required
09/20/2019	Question 4.7 - Crisis and life-threatening crisis applications are said to be "processed" within 18 or 48 hours as necessary. The statute requires that an intervention is made within these timeframes. Please clarify what is meant by the applications are "processed."	<input type="radio"/> Completeness (Plan Edits Required) <input checked="" type="radio"/> Compliance (Post-award Follow-up)	09/27/2019

Review - If you have a separate component

Review Date	Comment	Degree of Grantee Follow-up	Date Follow-up Required
09/20/2019	Question 4.9 - Question 4.12 states that the maximum amount is \$750. Please revise question 4.9 to state that the benefit will be the amount to resolve the crisis, up to \$750.	<input checked="" type="radio"/> Completeness (Plan Edits Required) <input type="radio"/> Compliance (Post-award Follow-up)	09/27/2019

Section 5 - WEATHERIZATION ASSISTANCE

Review - Do you have additional differing

Review Date	Comment	Degree of Grantee Follow-up	Date Follow-up Required
09/20/2019	Question 5.7 - Are landlords required to provide permission for weatherization benefits? If so, please revise this response to 'yes' as this would be considered a differing policy for renters.	<input type="radio"/> Completeness (Plan Edits Required) <input checked="" type="radio"/> Compliance (Post-award Follow-up)	09/27/2019

Section 12 - Fair Hearings,2605(b)(13) - Assurance 13

Review - Describe your fair hearing procedures for households

Review Date	Comment	Degree of Grantee Follow-up	Date Follow-up Required
09/27/2019	Question 12.6 - Clients must also be given the opportunity to request a hearing if their application is not acted on in a timely manner. Please revise the stated policy to include explicit language that speaks to the clients' right to a hearing for timeliness.	<input checked="" type="radio"/> Completeness (Plan Edits Required) <input type="radio"/> Compliance (Post-award Follow-up)	09/27/2019

Section 13 - Reduction of home energy needs,2605(b)(16) - Assurance 16

Review - Describe the level of direct benefits provided

Review Date	Comment	Degree of Grantee Follow-up	Date Follow-up Required
09/20/2019	Question 13.4 - Please provide an average (in \$) of the direct Assurance 16 benefits provided in FY 2019 (if quantifiable).	<input type="radio"/> Completeness (Plan Edits Required) <input checked="" type="radio"/> Compliance (Post-award Follow-up)	09/27/2019

Section 17 - Program Integrity, 2605(b)(10)

Review - Identification Documentation Requirements

Review Date	Comment	Degree of Grantee Follow-up	Date Follow-up Required
09/20/2019	Question 17.2 - Please provide clarification as to how you prevent fraudulent activity if, in addition to only requiring a social security number from one household member, you also do not require photo identification.	<input type="radio"/> Completeness (Plan Edits Required) <input checked="" type="radio"/> Compliance (Post-award Follow-up)	09/27/2019