LIHEAP & OEAP

INTAKE

OPERATIONS MANUAL

PROGRAM YEAR 2016

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ENERGY ASSISTANCE PROGRAMS
Intake Operations Manual

Introduction:

Oregon Housing and Community Services (OHCS) administers two energy assistance programs; the federally funded Low-Income Home Energy Assistance Program (LIHEAP) and the ratepayer-funded Oregon Energy Assistance Program (OEAP). Neither of these programs are entitlement programs.

The Energy Assistance Intake Operations Manual establishes operating policies and procedures that govern the programs. The purpose of this manual is to provide detailed information and instructions for the administration of LIHEAP and OEAP. Please note that this Operations Manual is not a compilation of best practices or suggestions and the requirements contained within it are not optional.

LIHEAP provides home energy assistance to low-income Oregonians, especially households with the lowest incomes and the highest home energy need in relation to income. The purpose of this program is to supplement home heating costs. LIHEAP is a fuel blind energy assistance program provided on a first come first served basis. The LIHEAP program includes bill payment assistance, furnace repair and replacement, and energy education.

OEAP is a low-income electric bill payment assistance program funded by and for customers of Pacific Power and Portland General Electric. The purpose of this fund is to effectively reduce service disconnections to those customers. The statute requires that priority assistance be directed to customers who are in danger of having their electricity service disconnected.

Oregon Housing and Community Services recognizes that flexibility is necessary to meet the unique needs of each community across our state. It is critical that energy assistance coordinators and staff balance the requirements of this manual with the innovation necessary to move low-income Oregonians toward energy independence.

While the policies and procedures included in this manual are rules for determining eligibility, delivering benefits, and administering the programs, it is impossible to foresee and give examples for all situations; therefore, you are encouraged to use reason and apply good judgment in making decisions when rare and unusual situations are encountered. Decision-making based on the best information available, common sense, program knowledge, experience, and expertise in a particular situation is sometimes referred to as the Prudent Person Principle. Document the rationale used to make a decision along with any applicable Policy Manual references and policy interpretations.

This manual is the result of years of collaboration between OHCS and volunteer representatives from the state-wide network of energy assistance coordinators and intake staff, as well as ongoing discussions at the Oregon Energy Coordinators Association (OECA) Roundtables and the annual state-wide energy assistance meetings. Thanks to years of hard and often tedious work by the members of the manual committee, we now have a template to move us into the future.

SECTION ONE: APPLICATION PROCESS

This Section contains:

- ✓ Confidentiality
- ✓ Preliminary Household Assessment
- ✓ Verification of Identification
- ✓ During the Intake
- ✓ Avoiding Duplicate Applications
- ✓ Energy Assistance Program Authorization Form
- ✓ Distribution of Authorization Copies
- ✓ Completed Files
- ✓ Pending Applications
- ✓ Denials
- ✓ Voids
- ✓ Data Entry of Forms
- ✓ Unusual Eligibility Situations
- ✓ Applicants and Identify Theft
- ✓ Declaration of Household Income
- ✓ Self-Employed Clients

Confidentiality

Confidentiality of client information is essential and must be assured by the agency. The Master Grant Agreement (MGA) between each agency and OHCS specifically addresses this responsibility. Please reference the current MGA for specific language.

Each agency must have in place policies and procedures to assure compliance with this grant requirement. Refer to local agency confidentiality forms and policies.

For the protection of applicants and recipients, you must not disclose or use the contents of records, files, papers or communications for purposes other than those directly connected with the administration of energy programs, whether on or off duty.

Preliminary Household Assessment

The purpose of a pre-assessment is to gather the necessary information to assure the intake process is effective, efficient, and poses minimal burden to low-income applicants.

Below is a list of a few sample questions:

- Where does the client live? (Must be in local service area.)
- Has the applicant received assistance before? (If possible, check history in OPUS or client files.)
- What type of heat does the client have?
- How many people reside in the household? How many adults? How many children?
- What is the source and amount of gross income for the household? (Except income earned by minors.)
- Is the household in a crisis situation? *(See sections Four)*
- For OEAP, do they have an account with Portland General Electric (PGE) or Pacific Power?

Schedule an appointment. Emphasize appointment date, time and location. Explain that they will need to bring the following:

- Income verification for **all** household members except for income earned by minors.
- Identification for all adult members. *(See following section for examples of Identification Verification.)*
- Utility/Vendor bill(s), statement, invoice or receipt (must be in the name of applicant or adult HH member). All households are required to bring **both** their heating bill and electricity bill.
- To receive a LIHEAP benefit they are also required to provide Social Security number(s) and birthdates for everyone in the household. For OEAP, Social Security Numbers are strongly encouraged.
- Landlord/Renter Documentation (where applicable).

The following forms may need to be sent to the applicant prior to appointment, please refer to your local agency form(s):

- Landlord/Renter Verification Forms.
- Declaration of Household Income Form (DHI) and/or other local agency form(s).
- Self-Employment Form.
- Other form(s) as determined by local agency policy.

Verification of Identification

At a minimum, all adult household members must provide proof of identity once per program year. Agencies are strongly encouraged to keep copies of identification documents.

Below are examples of documentation that can be provided to establish identity:

Driver's License	Passport
Military Identification	State Identification/ Government issued identification

Birth Certificate	School Records/ID
Insurance Card	Tax Records
Insurance Records	DHS Printout
Court Documents	Utility Bills
Government Records	Pay Stub
Social Security Records	
Other paperwork identifying household member	

During the Intake

Verifying, entering / updating all necessary information provided by the applicant helps to ensure that the household is eligible for energy assistance, and that the intake worker has all documentation required to process the application and make an energy assistance commitment.

During each intake the intake worker should document the following information:

- Names, birthdates, and Social Security numbers for every household member (for LIHEAP a Social Security number issued by the SSA is required. For OEAP, it is strongly encouraged, but not required). In cases where issues inhibit applicants from providing a social security number, OPUS will issue a unique client identification number (OPUS System ID) to assure non-duplication of services. When an OPUS system ID number is used, and the client meets the exception criteria, it must be noted in the client file which exception criteria have been met *(See exception criteria on page 1.5). (Confidential/sensitive information should never be entered into OPUS)*
- Contact information (phone number, mailing address, and physical address).
- Residence information (type of dwelling).
- Demographic information (intake workers must ask, however services will not be denied for refusal to provide information).
- Gross income documentation for all household members. (may include Declaration of Household Income (DHI) and/or local agency forms).
- Vendor/account information (Primary heat bill, electric bill (if not primary heat source) and bulk fuel receipt, if applicable).

Intake workers must include copies of all relevant documentation that the applicant provides in order to produce a finalized application (*See page 1.12 of Intake Manual for further explanation of documents required for a completed application).*

Depending on local resources available to the client, intake workers may also provide additional information and contact numbers to the client during (or at the end of) an intake. This may include, but is not limited to weatherization assistance, energy education workshops, case management, interagency services and local community programs.

Avoiding Duplicate Applications

To avoid duplicate applications, information must be entered into the OPUS. This is now a requirement of the Master Grant Agreement. Refer to agency work plan.

Energy Assistance Program Authorization Form

The following is a step-by-step description of the authorization form (application) for energy assistance.

See Application Example on pages 1.10 and 1.11. Reverse side of application the acronym list can be found on page 7.4.

1. **Authorization Number:** Preprinted or computer generated number.
2. **Applicant's Legal Name:** Print applicant's full legal name as listed on the most current documentation from the Social Security Administration (SSA).
3. **Agency Name:** Print agency's name.
4. **Program Type:** Mark program type.
5. **Household type:** Circle household type *(see reverse side of application form for acronym list)*.

Client Information Section *(Begin with the applicant.)*

6. **Legal Name:** Print full legal name as listed on the most current documentation from the SSA for each member of the household.
7. **Birthdate:** Enter date of birth for each household member (Month/Day/Year).
8. **SSN/SYSID:** Enter the social security number (SSN) issued by the SSA for each household member.

   LIHEAP: Social Security Numbers are required for LIHEAP and agencies are strongly encouraged to retain a copy of the Social Security Card for the client file. Agencies may institute a policy to require copies of the card from all clients.

   OEAP: SSNs ARE STRONGLY ENCOURAGED BUT NOT REQUIRED.

   In those cases where circumstances prevent applicants from providing a social security number, OPUS will issue a unique client identification number to prevent duplication of services**.**

   Links to:

- The Social Security Administration website
- SSA info about SSNs here and here

  Note: A valid SSN will not begin with 000, 666, or 900-999.

9. **Social Security Number Code:** *(See SSN code on reverse side of the application.)* When an OPUS system ID number is used and the client meets the exception criteria, it must be noted in the client file which exception criteria have been met. Examples of exceptions for not providing a social security number include:

   - Unavailable to custodial guardian/parent
   - Domestic Violence (DV) (any information regarding DV should only be documented in/on the paper file, **not** in OPUS
   - Children under the age of one
   - Adult applying for SSN with letter of SSN application

10. **Adult Identification Verified:** Select if adult household members' identification has been verified and documented. If adult ID has *not* been verified and documented the household member will not be counted for the purposes of benefit, however their income will be counted.

ALL DEMOGRAPHIC DATA MUST BE REQUESTED FOR EACH HOUSEHOLD MEMBER—(*However, services will not be denied for refusal to provide demographic information)*

11. **Language:** Enter the applicable language acronym for each household member. *(See Language Code on the reverse side of the application.)*

12. **Gender:** Enter gender code. *(See Gender Code on the reverse side of the application.)*

13. **Ethnicity:** Enter ethnicity code. *(See Ethnicity Group Code on the reverse side of the application.)*

14. **Race:** Enter the applicable race acronym for each household member. (*See Race Code on reverse side of application; select all race codes that apply.)*

15. **Oregon Tribes:** Enter Oregon Tribes code. *(See Oregon Tribes codes on the reverse side of the application.)*

16. **Education:** Enter the acronym of the highest level of education completed for all Household Members ages 23-60 years old. *(See Education Code on the reverse side of application.)*

17. **Disability:** Enter disability code. *(See Disability Code on the reverse side of application.)*

18. **Veteran:** Enter veteran code. *(See Veteran Code on the reverse side of application.)*

19. **Homebound:** Enter homebound code. *(See Homebound Code on the reverse side of application.)*

20. **Non-Cash Benefits:** Enter the non-cash benefit(s) code. *(See Non-Cash Benefits Code on the reverse*

side of application; select all non-cash benefits codes that apply.)

21. **Phone:** Enter a primary telephone number for the household. When available enter secondary phone number(s).

22. **Mailing Address:** Enter the household's mailing address.

23. **Physical Address:** Enter the household's physical address. *(Please note if different from the mailing address)* The physical address on the application must match the address on the utility bill/vendor receipt.

24. **Dwelling Type:** Circle the correct dwelling type.

25. **Residence Status:** Circle the correct residence type.

26. **Energy Sources:** Circle the correct energy sources type. Under "Enter Primary Energy Source" indicate the letter beside your energy selection.

27. **Applicant's Legal Name:** Print applicant's full legal name as listed on Social Security card.

28. **Agency Name:** Print agency name.

29. **Income Source/Income Reported:** Insert letter that corresponds to the client who receives income. Enter specific income source *(See Income Reported codes on the reverse side of the application).*

30. **Income Type:** Enter income type code. *(See Income Type codes on the reverse side of the application.)*

31. **Income Verification:** Enter income verification code. *(See Income Verification codes on the reverse side of the application and detailed list in Section 2)*

    Required documentation may vary across agencies. Staff should verify guidelines and policies with their local energy assistance coordinator.

32. **Comments:** Any and all special circumstances must be documented.

33. **Calculating Income:** Determination of income is based on all household income ***before any deductions*** (this is known as **gross income**). *(See "What Is Income and What Is Not Income" chart in Section Two.)*

    Income must be calculated/entered exactly; do not round up or down, do not project or average income.

    Income must be calculated using data from one of the following three time periods: one (1) month, three (3) months, or twelve (12) months. Within a household, if using monthly income, you must consistently use either one calendar month or previous thirty days. Count past income, do not project forward.

These time periods also apply to applicants who are self–employed.

Amount: Household income must be documented and verified. If the household has more than one income source, list each source individually and total the income in the Annual Amount column.

Frequency: At a minimum, verification must be collected for at least one month of income, but may be collected for the quarter or year.

Income verification timelines may vary across agencies. Staff should verify policies and procedures with their local agency.

Annual amount: Total calculated income for the year (i.e. monthly amount multiplied by twelve (12) for annual income, quarterly amount multiplied by four for annual income).

NOTE: Income that exchanges hands within a household is not counted.

Income certification: Household income must be certified at the time of intake (excluding supplemental payments). That certification is valid for a maximum of 60 days. Agencies may require income certification from all households more often. Certification timelines must be consistent for all households and all completed file requirements (as outlined on page 1.12) must be followed.

34. Program Payment Type: Circle the correct payment type out of the following options:

- Regular (Standard)
- Roomer/Boarder
- Fuel
- Crisis
- Combo
- Furnace
- Subsidized
- Supplemental
- Health & Safety
- Other

35. Account Status: Circle the utility account status at the time of application. ***For "Bulk Fuels" (Oil, Wood, Pellets, and Propane):*** If an applicant has an inadequate supply of bulk fuel, the "Bulk Fuel" option should be selected. If they are out of fuel, the "Bulk Fuel Out" option should be selected.

Please note:. The "Disconnected" option should only be used when utility service is actually disconnected.

- Current
- Past Due
- Shutoff 1-5 days
- Shutoff 0-24 hours

- Disconnected
- Bulk Fuel
- Bulk Fuel Out

36. **Energy Education:** Check the appropriate response.

37. **Intake Date:**

    - **In-person interview:** This is the date the interview process takes place.
    - **Mailouts:** This is the date the application is received and or completed by the local agency

38. **Referral to Weatherization:** Check box if applicant is referred to Weatherization.

39. **Referral to Non-Energy Service:** Check box if applicant is referred for Non-Energy Service (examples include: prescription assistance, rental assistance, food box, etc.).

40. **Energy Advocacy:** Check box if applicant is provided Energy Advocacy (examples include: assisting with payment plan, arrearage forgiveness, medical certification).

41. **Vendor/Heating Company:** List each vendor separately. Always list the primary vendor first.

42. **Account Number:** Account number on the most recent vendor/utility bills provided.

43. **Name on Account:** The utility/vendor account holder must be the applicant or an adult member of the household.

    Every effort should be made to place the applicant or an adult household member on the utility bill/account. In cases where this is not feasible, justification must be well documented. Examples include:

    - Domestic Violence (DV)/Safety Concerns (any information regarding DV should only be documented in/on the paper file, *not* in OPUS)
    - Military Deployment of the Account Holder
    - "Payee" or "Power of Attorney" Arrangement
    - Incarcerated Account Holder

44. **Account Status:** Enter the status of the account for each account.

45. **Authorized Amount:** The calculated energy assistance benefit amount for the household. *(See Benefit Matrix in Section Five.)*

46. **Vendor Amount:** The benefit amount committed and paid to each vendor.

47. **Payment Comment Box:** This section must be used to describe special circumstances. This includes, but is not limited to:

- Direct Payments
- Reason for denial or void
- Justification for Crisis Payment or Combo payment
- Justification for Crisis Benefit Amount *(particularly when the benefit exceeds documented need or may result in a credit on a utility/vendor account)*.

48. **Direct Pay (For LIHEAP only.):** Used when the applicant household is receiving all or part of the LIHEAP benefit amount. Insert the authorized amount to be paid directly to the client.

    In general, agencies are encouraged to avoid direct payments wherever possible. If a direct payment is made, the comment box must include the reason the authorized amount is being paid directly to the client. For more information, please see Section Three.

49. **Matrix Energy Type:** Enter the energy source type of payment if energy assistance benefit was applied to alternate energy source.

50. **Program Type:** Select the appropriate program type.

51. **Approved/Denial:** Mark approved or denial box.

52. **Signatures:** The applicant signs and dates the application after they have reviewed the information and have read the applicant disclaimer. The intake worker then signs and dates the application; a copy of the application must be provided to the client upon request.

Authorization #: 1 _____ Applicant Legal Name: 2 _____ (Last, First) Agency: 3 _____

OREGON HOUSING AND COMMUNITY SERVICES
ENERGY ASSISTANCE PROGRAM AUTHORIZATION FORM

☐ LIHEAP 4 ☐ OEAP ☐ OTHER _____

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CLIENT INFORMATION

5 Circle One Household Type: M S SPM SPF EXF 2P COH

Acronym Code List - *See Reverse Side of Form*

Total Number in Household:

Ref.	Legal Name	Birthdate	SSN/SYSID	SSN Code	Adult ID Verified	Language	Gender	Ethnicity	Race (see codes on reverse side)	OR Tribe	Education	Disabled	Veteran	Homebound	Non-Cash Benefits
A	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
B															
C															
D															
E															
F															
G															
H															

PHONE

☐ **HOME Phone is the SAME for entire Household (except as ref at right side)**

HOME Phone: 21 _____

Ref.	Home Phone #	Home	Work	Message	Cell	Fax	VM	Pager

ADDRESSES

MAILING ADDRESS: ☐ Mailing Address is the same for all Clients in Household

☐ Mailing is **SAME AS** Physical Address (Except where noted below)

Street Address: 22 _____ ☐ PO Box#: Apt. or Space#:

City: State: Zip: County:

PHYSICAL ADDRESS: ☐ Only if different than Mailing Address (written below)

Street Address: 23 _____ Apt. or Space #:

City: State: Zip: County:

HH Comments:

Type of Dwelling (Circle below): 24

H Single Family House
M Multi-Unit (2-4)
U Multi-Unit (Over 4)
A Trailer/Mobile Home
E Hotel / Motel
T Travel Trailer
R Other

Residence Status (Circle below): 25

R Rent (Heat not included)
E Rent (Heat included)
O Own
S Subsidized Rent with Utility Allowance (Heat not included)
U Subsidized Rent (Heat included)
W Subsidized Rent without Utility Allowance

Energy Sources (Circle below): 26

E Electric
N Natural Gas
O Oil
L Propane/Liquid Gas
W Wood
P Pellet
S Solar
O Other (list)

Enter Primary Energy Source: _____

Authorization #: 1 _____ Applicant Legal Name: 27 _____ (Last, First) Agency: 28 _____

INCOME

Ref.	Income Source / Income Reported	Type	Income Verification	Comments	**Amount**	FREQ	Annual Amount
29		30	31	32	33	33	33

PROGRAM

34 Circle Payment Type(s):
1. Regular
2. Rmr/Bdr
3. Fuel
4. Crisis
5. Combo
6. Furnace
7. Subsidized
8. Supplemental
9. Other
10. H&S

35 Account S
1. Current
2. Past Due
3. Shutoff 1-5 days
4. Shutoff 0-24 hours
5. Disconnect
6. Bulk Fuel
7. Bulk Fuel Out

36 Energy Education: ☐ 1. Intak ☐ 2.In-Home ☐ 3. Worksho 37 Intake Date: Matrix Energy Type: 49

38 ☐ Referral for Weatherization ☐ Non-Energy Service 39 ☐ Energy Advocacy 40 Total Annual Income: 33

Vendor: 41	Account No: 42	Name on Account: 43	Account Status: 44	Authorized Amount: 45
				Vendor Amount:
				Vendor Amount: 46

Comments: 47 ☐ Life Thre Crisis ☐ 18 hour ☐ 48 hours

Direct Pay Amount: 48

APPLICANT DISCLAIMER AND RELEASE:

I understand that these programs are voluntary; if I choose to apply for assistance I must provide all required information. During the Application processing I may be asked for more information in order to determine my eligibility.

I understand that the information I provide to complete this application will be used to determine and verify my eligibility for energy services and for the purposes of referral, research, evaluation, and analysis. I understand that if I feel my application was unjustly denied or not processed in a timely manner, I may be entitled to a fair hearing if requested within 30 days of the completion date of the application or date of denial. Any such request for a hearing must be in writing and delivered or mailed to the service provider. In addition to any appeal rights from such hearing granted by the service provider, I may contact the Oregon Housing and Community Services Department (OHCS) within 30 days of the hearing decision to request that OHCS review the hearing decision for material deficiencies. The request for OHCS review must be in writing and delivered by email to energyservices@oregon.gov or mailed to 725 Summer St NE Suite B, Salem OR 9301. Review by OHCS, and the manner thereof, is at the sole discretion of OHCS.

I declare, under penalty of perjury, that the information I provided to complete this application is true and correct and that any funds received by me will be used solely for the purpose of paying my energy costs.

My signature gives consent for other offices of the state and federal governments, their designated subcontractors, and the utility(ies) or home energy supplier(s) identified in this application to share information related to my application including information about my account(s) including, but not limited to, account number, account name, service address, annual usage or consumption, and annual costs. I agree to hold harmless and/or release such organizations from and against any claims, losses, demands, damages, or liability of any kind caused by or allegedly caused by such disclosure.

I authorize my utilities and/or my fuel suppliers/vendors to release my account information to OHCS and to the service provider for the purposes of providing energy services for the current program year (10/1 to 9/30). I am the account holder or the customer's authorized agent for the utility, fuel supplier, and/or fuel vendor service account(s) identified in this application.

_____ Signature of applicant or authorized representative _____ Date

FOR OFFICE USE

Agency Certification: The above named applicant has met the income eligibility requirements for the State of Oregon low-income energy assistance programs and is authorized to receive assistance in the amount above.

_____ Intake Worker Signature _____ Date _____ Authorizing Agency Signat 52 _____ Date

52 _____ Date Entry _____ Date ☐ LIHEAP ☐ OEAP ☐ Other_____ ☐ Approved ☐ Denied

50 51

Distribution of Authorization Copies

Once the applicant and intake worker have signed the energy assistance application, the authorization form is now complete and ready to be turned in for approval, data entry and payment. Intake and application processes may vary across agencies; staff should verify policies and procedures with their local energy assistance coordinator.

The Original (top / white) Copy should be maintained for agency records and should also be the document used for data entry. After the information from the form is entered into OPUS, it should be kept as part of an official agency file. It is not necessary to maintain separate number and alpha files. All official program files must comply with standard records management principals. There must be a date recorded on all authorizations for audit purposes.

The Local Agency Copy should be kept in the sub-grantee or sub-recipient's official program files. All documentation used to establish household eligibility must be attached. The file should contain all copies of correspondence pertaining to the application, and should be considered as the official program file.

Upon request, the Client Copy must be given to the client to retain for future reference.

In accordance with the Federal LIHEAP Statute, the Oregon LIHEAP State Plan indicates that: *"Households are notified regarding the amount of assistance committed at the time of their intake. Applicants who apply by mail will receive a notice by mail, or may be notified by telephone."*

Each agency must have a process in place to assure compliance with this program guideline. Staff should verify policies and procedures with their local agency.

Completed Files

A completed file **must have** the following:

Please note: "file" is defined as an original application with all supporting documentation for a single payment, from a single funding source including original signatures. "Signature-on-file" is not acceptable.

1. The file must contain one of the following with all required signatures and dates:

- Local Application
- OHCS Authorization Form
- OPUS Authorization Form

Local applications and/or OPUS Authorization Forms must be signed and dated by the applicant, the intake worker, data entry worker if applicable and an authorizing agency representative.

An intake worker is generally defined as the person who gathers information, conducts the interview with the applicant via phone, mail, or in person and determines eligibility.

A data entry signature is required from the person who enters the application information into OPUS. If the same person is completing the intake and the data entry, an intake signature alone is sufficient.

An authorizing agency representative is generally defined as the person who reviews the application for accuracy and signs the application for processing.

For internal control purposes, the authorizing signature and intake signature must not be the same.

For monitoring and quality assurance purposes, all applications must be reviewed for accuracy and contain an authorizing signature prior to being authorized in OPUS.

2. Income documentation for all household members, excluding income earned by minors. This could include, but is not limited to:

- Wage Slips
- Employer Statement
- Official State and/or Court documents
- Award letters
- Self-employment form
- Bank Statements

If any adult member(s) of the household do not have income, this must be accounted for on a Declaration of Household Income form (DHI). *The Food Stamps screen should only be used as last resort for income verification and is only accepted as a last resort for limited types of income.*

3. Supporting Documentation for Direct Payments (LIHEAP Only)-- includes, but is not limited to:

- Receipts, Bills or Invoices from Home Energy Supplier/Vendor
- Landlord letter/lease/rental agreement for heat included in rent
- Other documentation necessary to explain extreme/unusual circumstances

4. Copy of current (no more than three months old, or for bulk fuel use most recent) utility/vendor bill's (address must match client's physical address) and/or documentation of any and all contact with utilities/vendors. If standardized documentation is not available, documentation must be provided to show that a cash account has been established. If contact is made through a phone call, the following information must be provided, preferably using a utility verification form, in the comment box and/or in the file:

- Name(s) of utilities/vendors
- Person(s) contacted
- Date(s) of contact
- Utility/vendor account number(s) (if this is a cash account, how is the account verified by the utility/vendor?)
- Verification of name and address on account(s)
- Account balance

5. Justification for any benefit other than a regular payment as described in *Section Three*. This includes:

- Direct Payment
- Crisis/Combo – reason for crisis and amount of payment
- Furnace Repair/Replacement – *(See Section Three)*
- Roomer/Boarder Payment
- Health & Safety
- Fuel Payment

6. Copy of all correspondence/documentation such as:

- Notice of Action (NOA)

  A NOA is required when an application is pended or when a benefit amount changes. A NOA may be required by the local agency for other changes or modifications.
- Declaration of Household Income Form (DHI) and/or other local agency form(s)
- Self-Employment Form
- General Release of Information Form

  Subsidy Verification– verification is only required if the household is <u>not</u> receiving a utility allowance.

Please Note:

- Any local forms with signature lines must be signed.
- Additional file/documentation may be required by agency. Staff should verify policies and guidelines with their local energy assistance coordinator.

<u>Pending Applications</u>

Applications that need additional eligibility verification may be placed in a pending file or placed on "Hold" in OPUS. Applicants should be informed that it is their responsibility to provide the additional information promptly.

Pending applications or applications on Hold must be held a minimum of fifteen (15) calendar days and a "Notice of Action" (NOA) containing the following information must be provided to the applicant:

- Reason the application has been pended
- Information needed to complete the application
- Date by which the information is to be provided
- Result if information is not received by deadline (including denial of application)

Applicants may be denied after the appropriate pending period as detailed above.

Denied Applications

An application is ***denied*** if the applicant fails to meet program eligibility requirements at the time of application.

Applicants must be provided a copy of the application, or a notice of action which outlines the reason for their denial. For households whose applications were pended then denied due to non-completion, the original pending notice (see above section, Pending Applications) is sufficient notice of denial.

All notices of denial (including pending notices) must include information regarding fair hearings. Any individual whose claim for LIHEAP or OEAP assistance is denied, or not processed with reasonable promptness, is entitled to ask for a fair hearing at the local agency level. The reason for denial must be documented.

All denied applications must be kept on file and have an intake and authorizing signature. Unless a client refuses, a client signature is required on all denied applications. If refused, please note "Refused" in place of the client signature.

Clients may contact Oregon Housing and Community Services (OHCS) within 30 days of the hearing decision to request that OHCS review the hearing decision for material deficiencies. The request for OHCS review must be in writing and delivered or mailed to OHCS at 725 Summer St NE Suite B, Salem OR 97301, or by email to energyservices@oregon.gov. Review by OHCS, and the manner thereof, is at the sole discretion of OHCS.

Voided Applications

An application is ***voided*** when it is found to be in error or when it is withdrawn by the applicant after it has been signed by an intake worker but not batched in OPUS. Applications already batched in OPUS can only be voided by OHCS.

Voided applications do not need to be printed but the reason for voiding an application must be documented in OPUS.

Data Entry of Forms

Accurate data entry is very important. Data entry errors can lead to duplicate or denied applications. Inaccurate entry of address or account number(s) could result in checks being mailed to the wrong address, or applied to the wrong account.

Unusual Eligibility Situations

The following section provides some basic guidance regarding eligibility determination in unusual situations. This information is not intended to be comprehensive, and discretion should be used in circumstances that do not fall neatly into the categories listed below.

- **Dwellings with a Shared Meter:** Many applicants reside in a dwelling that utilizes a single or master meter. These may include, but are not limited to:

  a) **Roomer/Boarder:** A roomer/boarder is a person who rents a room from the building owner. A roomer/boarder does not have a separate site address from other occupants of the building—however, a roomer/boarder does not share in providing, or being provided for, the necessities of life (e.g. food, living costs) with other residents of the structure. A roomer in a single family structure must verify he or she is not part of the economic unit of the other tenants of the structure (e.g. rental agreement).

  b) **Co-Habitants/Roommates:** Persons living in a housing arrangement with their own room and sharing common spaces (such as kitchens, living rooms, TV rooms, recreation rooms) are generally *not* considered roomers. Persons sharing common spaces are part of a household with other members and eligibility must be assessed for the whole group as an economic unit (household).

  c) **Neighbors/Land Sharing:** Applicants who obtain their primary heat from an extension cord to a neighboring residence are not eligible to receive LIHEAP for their electricity costs. However, they may apply as part of the neighboring household. If the household utilizes an alternate source of energy as their heating source (e.g. propane) they may be eligible for a LIHEAP benefit.

  d) **Hotels/Motels:** Applicants may be eligible for LIHEAP if they've resided in a hotel/motel for 30+ days **OR** if they are paying a "rental" (long-term) rate. Applicant is responsible for verifying length of stay and/or special rate.

  e) **Group Homes:** The Income of all residents must be considered in determining eligibility. "Group Home" examples may include Adult Foster Care, Oxford Houses or Homes for Adults with Developmental Disabilities. Group homes administered under a contract with, or administered by a government unit are considered an "institution" and are not eligible to receive LIHEAP services (e.g. most nursing home facilities).

  f) **Institution**s: Applicants living in institutions are not eligible to apply for energy assistance. Institutions include, but are not limited to: correctional facilities, nursing homes, alcohol/drug

rehabilitation centers, treatment programs, dormitories, fraternities, sororities, domestic violence shelters and homeless shelters.

g) **Commercial Utility Account:** Applicants with a commercial utility account are *not* eligible to receive energy assistance.

- **Companion/Attendant/Caregiver (C/A):** Some applicants may have someone living with them who provide health/supportive services. If the caregiver lives with the applicant and that is their only residence they will be counted as part of the household and their income will be included. If the caregiver provides documentation that they have their own residence they will not be included as part of the household and income will not be included. If the live-in caregiver is paid solely by the applicant and no other money is paid from outside of the household the income of the caregiver will not be counted as income. If the live-in caregiver is paid from a source outside of the residence that amount shall be counted as income.
- **Household Separation:** If a previously served household separates, none of the adults may receive another standard payment during the current program year. Each new household may still be eligible for a crisis payment.
- **Counting Children in more than one household:** Children can be counted in more than one household based on local agency decision and policy. Both households may qualify for a standard payment.
- **Agency Staff as Applicants:** Eligible agency staff may apply for LIHEAP or OEAP assistance. Employee applications must be approved and signed by the Executive Director or their designee. **A list of agency staff receiving LIHEAP or OEAP must be retained for auditing purposes, and supplied to OHCS upon request**.
- **Family and Friends as Applicants:** Eligible family members and friends may apply for LIHEAP or OEAP assistance; however, a staff person other than a family member or friend should conduct the interview. In agencies where it is otherwise not possible to meet this criteria, the staff person ***must*** record the relationship in OPUS and on the application. All applications of family and friends must be approved and signed by the agency Executive Director or their designee.
- When friends or family members are assisted at the agency, a list of those served and the relationship must be retained for auditing purposes and supplied to OHCS upon request.

Please note that these are minimum requirements and that the definition of "friend" is not always clear. For further guidance staff should verify policies and procedures with their local agency.

- **Tribal Members** The following Tribes receive LIHEAP funds directly from HHS:
  - Confederated Tribes of Coos, Lower Umpqua, and Siuslaw Indians
  - Confederated Tribes of Grand Ronde
  - Confederated Tribes of Siletz Indians

- Confederated Tribes of Warm Springs
- Cow Creek Band of Umpqua Tribe of Indians
- The Klamath Tribe

For those agencies with the above tribes in their service territory: If a member from one of the above listed tribes lives on a reservation or on tribal trust lands, they should be referred back to their tribal LIHEAP program for energy assistance services. If for any reason an eligible tribal member is unable to access their tribal LIHEAP program (e.g. out of funds, geographically inaccessible, unanticipated hardship) they should be served as any other eligible household.

Households affiliated with Oregon tribes **not listed above** should be treated as any other applicant. Tribal LIHEAP funding should not affect eligibility criteria for the Oregon Energy Assistance Program or other leveraged funding sources.

Any deviation from these policies must be approved by the State LIHEAP Coordinator within local agency work plans.

Fraud and Identity Theft

Fraud and Determination of Fraud

Fraud can involve applicants, employees or vendors. In all cases of actual or suspected fraud the sub-grantee shall take necessary action to recover the funds and must inform OHCS. Fraud occurs when a household or business takes any of the following actions knowingly, willfully, and with deceitful intent by:

- Making false statements, or knowingly assisting applicants to make a false statement(s) to the agency or its agent(s), either orally or in writing, to receive benefits, services, or payments, for which the household/business are not eligible
- Concealing information that would change or disallow benefits for the household;
- Violating provisions set forth in the program regulations, vendor contracts, or other documents pertaining to LIHEAP or OEAP.

Identity Theft

Oregon Housing and Community Services is committed to mitigating identity theft amongst low-income Oregonians who receive LIHEAP/OEAP funding. In addition to protecting the privacy and confidentiality of applicants, agencies should also be making efforts to ensure that day-to-day program practices guard against identity theft.

Some households may self-report establishing accounts in other household members' names to avoid large arrearages or maintain utility service. In these situations, agencies are advised to work with the applicant, utility and OHCS to re-establish an account in the proper name including arranging for additional energy assistance and/or alternative payment options if necessary.

Recovery of Ineligible Assistance

The local agency is responsible for recovering duplicate payments, overpayments and forgeries. Agencies should first determine if the ineligible assistance is due to agency error, or applicant error. *If assistance has been provided due to agency error, the agency is responsible for repayment and/or recovery of ineligible benefits.*

If ineligible benefits are due to applicant error or fraud, agencies should follow the recovery procedure as outlined below:

Notify the vendor with information about the problem, and request return of the funds. If entire amount is returned from the vendor, the case is closed.

If funds have already been applied to the applicant's account by the vendor, the applicant is responsible for repaying the full benefit amount to the local agency. Send a certified letter to the applicant requesting reimbursement, and providing a specific date for response. If fraud is suspected, include the fact that no response to the letter will result in the case being turned over to appropriate authorities for fraud investigation.

1. Send a copy to OHCS, and keep all related documents in applicant file. The applicant's Authorization Number must appear on all correspondence.
2. If there is no response within thirty days from initial applicant contact, send a second letter to the applicant by certified mail, return receipt requested, with a copy to OHCS. This letter shall state that the matter is being turned over to OHCS, as of a specific date (use seven days from date certified letter was received), for fraud investigation.

All cases of actual or potential fraud must be reported to the state Energy Assistance Coordinator at OHCS. Additionally, all attempts to recover energy assistance funds by an agency must be reported *in writing* to OHCS.

Should the applicant not complete their obligation to repay all ineligible funds received, notify OHCS.

Declaration of Household Income (DHI)

Each household applying for assistance must provide documentation of income. Households claiming no income or irregular income must sign a DHI).

This form *must* be used for the following circumstances:

- A household whose member(s) has/have no income
- A household whose irregular income is the result of occasional work such as mowing lawns, child care, donating blood, collecting cans/bottles, or a household whose income is from an informal child support agreement
- Regular cash gifts-gifts given *three consecutive months or more* will be counted as income

At a minimum the form must contain:

- Applicant's name
- Name of adult HH member(s) claiming zero or irregular income
- Amount and type of income (if applicable)
- The month/time period for which information is being collected
- A brief description of how basic needs (shelter, utilities, food) is being met
- A statement certifying accuracy of information
- An applicant's signature and the date signed

Multiple members of the household may be listed on one (DHI) form and/or other local agency form(s)—and the applicant may sign the form for all household members.

Local agencies may require applicants and/or households claiming zero income to submit additional information. Staff should verify policies and procedures with their local agency.

Self-Employed Clients

For applicants who are Self-Employed, income should be based upon the adjusted gross income remaining after the cost of doing business. Business expenses include all costs necessary to maintain the business.

Previous year's losses or expenses are not allowed to be carried forward.

All self-employed applicants (including those landlords who own rental properties) should complete the self-employment form.

Additional supporting documentation may be required at the local level. Staff should verify policies and procedures with their local agency.

SECTION TWO: INCOME

This Section contains:

✓ Income Definition and Determining Income Eligibility
✓ Income and Income Exclusion Chart
✓ Proof of Income
✓ What Is Not Income

Income Definition and Determining Income Eligibility

To be eligible for assistance, a household's gross income must be within the income guidelines provided by OHCS for each program year *(See Section Five).*

Eligibility for LIHEAP/OEAP is based on the following:

- All household income before any deductions (*gross income*).
- Number of household members.

Households must provide documentation of their gross income for the eligibility period determined by their local agency (in compliance with the timelines expressed in this manual). Declaration of household income (DHI) forms must be used for the households or household members claiming zero income (local agencies may require that applicants and/or households claiming zero income to submit additional information).

NOTE: Income that exchanges hands within a household is not counted.

Example: Bill lives with Mary and pays her cash for rent; the money he gives her would not be counted as income for Mary.

Income and Income Exclusion Chart

Income types	Definition	Considered Income?		Proof of Income
		Yes	No	
Adoption Assistance	Financial assistance and medical coverage granted to an adoptive family to offset the short-and long-term costs of adopting an eligible child	X		Official state and/or court documents
Alimony	An allowance paid to a person by that person's spouse or former spouse for living expenses	X		Court documents, written statement from person paying support, DHI form
Annuities	A specified income payable at stated intervals for a fixed or a contingent period, often for the recipient's life	X		Statement from investment firm or bank statement (as a last resort)
Cash Gifts - Irregular	Irregular cash gifts or payment on behalf of the household also includes loans and cash draw down on credit cards. (Gifts given for three consecutive months or more will be counted as income)		X	
Cash gifts - Regular	Must provide regular support for an individual or for the household, paid directly to the household. (Gifts given for three consecutive months or more will be counted as income)	X		Written statement from person providing support, DHI form
Child Support	Money paid for the care of one's minor child. Include Child Support income that is provided to minors	X		Court documents, written statement from person paying support, DHI form, Reliacard statement or bank statement (as a last resort)
Contract for Deed	A land contract is a contract between a seller and buyer of real property in which the seller provides financing to buy the property for an agreed-upon purchase price and the buyer repays the loan in installments	X		Contract documents, receipts
DHS Cash Assistance (SNAP in the form of cash assistance instead of food stamps) *(See also Food Stamps)*	Cash assistance deposited directly into household bank account		X	

Income types	Definition	Considered Income?		Proof of Income
		Yes	No	
Disability Insurance (Private)	Income payable at stated intervals for a fixed or a contingent period	X		Official documentation such as an award letter or benefit verification letter
Dividends	A sum of money paid to shareholders of a corporation out of earnings	X		Letter from corporation listing amount or a bank statement
Earned Income	Wages, Salaries, Commissions, Bonuses, Profit Sharing, Tips, Vacation Pay, Overtime Pay, Severance Pay, Sick Leave	X		Wage Stubs or statement from employer
Earned Income Credit (EIC)	A tax credit for low income households		X	
Employers paid fringe benefits	Health Insurance, retirement, etc		X	
Energy Grants	Money received under last year's LIHEAP, OEAP or from private utility energy assistance programs		X	
Federal Disaster Payments	Payments made by federal agencies under a presidential declaration of disaster		X	
Food Stamps (SNAP) *(See also DHS Cash Assistance)*	Assistance given under a federal program to eligible persons for food at designated grocery stores or markets		X	
Foster Care	Payments made to foster families. Types of foster care: Family Foster Care, Special Rate Foster Care, Family Shelter Care, Relative Foster Care, Independent Living Program	X		Official state and/or court documents
Foster Grandparents Program	A program for limited income people age 60 and older to serve as a role model, mentor and friend for a small stipend		X	
GI Bill	Any of various Congressional bills enacted to provide funds for college educational cost, which may include tuition, fees,		X	

Income types	Definition	Considered Income?		Proof of Income
		Yes	No	
	books and housing costs			
Home Ownership Voucher Program	Section 8 home ownership program		X	
Income Earned by household members still enrolled in high school	Income Earned by household members eighteen (18) and over, who are enrolled in high school		X	
Income Earned by minors	Income Earned by household members under the age of eighteen (18)		X	
Income Not Counted By Law- Domestic Volunteer Service Act	Title I: Volunteers In Service To America (VISTA), AmeriCorps, University for Action (UYA), Urban Crime Prevention Program		X	
Income Not Counted By Law- Domestic Volunteer Service Act	Title II: Retired Senior Volunteer Program (RSVP), Foster Grandparent Program (FGP), Older Americans Service Program (Senior Health Aides, Senior Companions)		X	
Income Not Counted By Law- Domestic Volunteer Service Act	Title III: Service Corps of Retired Executives (SCORE)and Active Corps of Executives (ACE)		X	
Income Not Counted By Law- Title V of the Older Americans Act	Experience Works, Senior Health Aides, Senior Companions, Volunteer Respite care		X	
Income Not Counted By Law – Title I of the Workforce Investment Act of 1998 (WIA)	Supportive services to WIA participants. Services include transportation, health care, child care, handicapped assistance, meals, temporary shelter, counseling, etc.		X	

Income types	Definition	Considered Income?		Proof of Income
		Yes	No	
Indian Per Capita Judgment Payments	Payments made to any tribe or group whose trust relationship with the Federal Government has been terminated and for which Legislation in effect before October 12, 1973 authorized the disposition of its judgment funds		X	
Informal income	Income resulting from occasional sources such as yard work, child care, collecting bottles/cans, donating blood and/or plasma, etc.	X		Receipts, DHI
Inheritance	Property, monetary passing at owner's death to the heir(s) on a regular basis (not counted if one time, lump sum payment)	X		Letter, Statement from lawyer, Bank Statement
In-kind Income	Food or rent received in lieu of wages		X	
Interest	The sum of money paid to one for the use of their money	X		Bank statement (only if amount is over $200, and is withdrawn)
Job-related expenses for non-self-employed applicants	Business expenses comparable to self-employment, such as a sales person, truck driver, cab driver, or mechanic		X	
Job related Reimbursements	Job related expenses such as mileage, meals, uniforms, medical expenses, etc.		X	
Lump Sum – Non-recurring	Income considered of a nature not likely to occur or happen again (i.e. lump sum insurance payments, workers compensation settlements, lottery winnings, sale of property, house or car, etc.)		X	
Lump Sum-Recurring	Income received annually from the same source (i.e. wages, trust funds, etc.) Use OPUS income frequency "one time"	X		See definition of type of income received
Military Pay	Benefits paid to a person who is serving in a military force	X		Official document(s) stating amount (e.g. leave and earnings statement)

Income types	Definition	Considered Income?		Proof of Income
		Yes	No	
Pensions	Assistance, paid at regular intervals to a person or to the person's surviving dependents in consideration of past services, age, merit, poverty, injury or loss sustained, etc.	X		Statement from source, bank statement as a last resort, only if supported with client statement/documentation about any deductions (1099R is a good back-up for bank statement)
Rebates & Refunds	Income Tax rebates and refunds		X	
Rental Income	Income received from rental properties	X		Receipts, DHI, Self-Employment form)
Retirement	A monthly payment made to someone who is retired from work	X		Statement from source, bank statement- as a last resort only and must include written justification
Reverse Mortgage	A mortgage in which a homeowner, usually an elderly or retired person, borrows money in the form of annual payments which are charged against the equity of the home		X	
Royalties	A compensation or portion of the proceeds paid to an owner of a right, as a patent, oil or mineral right, for the use of it or an agreed portion of the income from a work paid to its author, composer, etc.	X		Statement from source, bank statement.
Self-Employment Income	Income from a business, less business expenses	X		Agency developed Self-employment form and any supporting documentation that local agency may require.
Senior Companion Program	A program which offers an opportunity for volunteers aged 60 and over to provide companionship and support to homebound adults, most of whom are also seniors		X	
SNAP (Food Stamps)	Supplemental Nutrition Assistance Program. *(See Food Stamps)*		X	

Income types	Definition	Considered Income?		Proof of Income
		Yes	No	
Social Security Benefits (SS, SSD)	A federally funded program of social insurance and benefits which include retirement income and disability income	**X**		Official documentation such as the benefit verification letter or annual letter from Social Security Administration (SSA)
Supplemental Social Security Benefits (SSI)	A federally funded program of social insurance and benefits which include disability income, benefits paid to minors, death and survivorship benefits. (Note: no deductions taken from SSI)	**X**		Official documentation, such as benefit verification letter or annual letter from SSA, bank statement or as a last resort, SNAP documents may be used
Strike Benefits	Benefit from Union Action	**X**		Copy of check, statement from Union
Student Aid *(See also Work Study.)*	The full amount of all financial assistance paid directly to the student or to the educational institution. This includes: scholarships, grants, or loans, or GI Bill funds		**X**	
Temporary Assistance For Needy Families (TANF)	A program which provides assistance to needy families so that children may be cared for in their own homes or in the home of relatives	**X**		Official documentation showing amount of assistance
Third Party Payments	Payment that goes directly to landlord, utility bill, etc. on behalf of the household		**X**	
Tribal General Assistance (Tribal TANF)	A program that provides assistance to tribal families	**X**		Official documentation from a tribal office showing the amount of assistance
Tribal per capita payments from casinos	Casino profits paid by a tribe directly, including payments made to minors	**X**		Statement from tribe regarding payment amounts
Trust Fund	Money, securities, property, etc. held in trust and received on a regular basis (not counted if one time, lump sum payment)	**X**		Letter, statement from lawyer, bank statement
Unemployment Insurance	An allowance of money, usually weekly, to an unemployed worker by a state or federal agency	**X**		Printout or statement from the employment office. (ensure that gross weekly benefit amount is used)

Income types	Definition	Considered Income?		Proof of Income
		Yes	No	
Utility Allowance	An allowance of money, usually monthly, used to subsidize a person's utility costs.		X	
Veterans Benefits	Benefits paid directly to a person who has served in a military force or a surviving family member	X		Benefit award letter, correspondence from the VA office, benefit payment check, bank statement
Women, Infant, and children (WIC) Program	Women, Infants, and children (supplemental food program)		X	
Workers Compensation	Compensation for time lost due to a work related illness or injury	X		Check stubs, statement from Workers Compensation, bank statement (as a last resort)
Work Study *(See Student Aid)*	The Work-Study program helps to provide graduates and undergraduates with part-time employment during the school year by paying a portion of the student's salary	X		Pay stubs

Proof of Income

Count income for all household residents. The following items are acceptable as proof (*verification*) of income. If other items are submitted, please check with your supervisor for approval.

All income that comes to the head of household or adult household member, in the name of a minor household member, must be counted as income.

- **Adoption Assistance –** Official state and/or court documents.
- **Alimony –** Court order stating amount of support paid or received, written statement from person paying support, or if client is receiving support as part of an informal agreement and obtaining documentation creates a hardship on the client, a Declaration of Household Income (DHI) Form **must be** completed and signed.
- **Annuities –** Statement from the investment firm listing amount and frequency or bank statement (as a last resort).
- **Cash Gifts: Regular –** Written statement from person providing support, (DHI) form, and/or other local agency form (s). Gifts given for three consecutive months or more will be counted as income.
- **Child Support –** Court order stating amount of support paid or received, documentation from the Department of Child Support, bank statement (as a last resort), Reliacard statement, written statement from person paying support; or if the client receiving support as part of an informal agreement and obtaining documentation creates a hardship on the client, a (DHI) and/or other local agency form(s) **must be** completed and signed.
- **Contract for Deed –** Contract documents, receipts.
- **Dividends –** Letter from corporation listing amount, bank statement.
- **Declaration of Household Income (DHI) and/or other local agency form(s) – Must be** completed and signed.
- **Earned Income –** Wages, Salaries, Commissions, Bonuses, Profit Sharing, Tips, Vacation Pay, Overtime Pay, Severance Pay, Sick Leave – Wage stubs or statement from employer specifying gross wages for one of the following time periods; one (1) month, three (3) months or twelve (12) months. (Wages earned through an employer.) ***Local agencies will establish additional policies or documentation requirements to ensure accuracy and consistency.***
- **Foster Care –** Official state and/or court documents.
- **Informal Income –** Receipts, Declaration of Household Income (DHI).
- **Inheritance-** Letter, statement from lawyer, bank statement.
- **Interest –** Bank statement(s). Only to be counted if over $200.00 per year and is withdrawn.
- **Lump Sum Recurring-** See definition of type of income received for proof required if it is income

received annually from the same source (e.g. wages, trust fund, etc.) Use OPUS income frequency "one time"

- **Military Pay –** Official document(s) stating amount (e.g. leave and earnings statement, bank statement). When a household member is deployed, that person remains a household member. The deployed person's gross income is counted as household income.
- **Pensions –** Statement from source, bank statement as last resort with documentation.
- **Rental Income –**Receipts, DHI, or self-employment form.
- **Retirement –** Statement from source or bank statement as a last resort with written justification.
- **Royalties –** Statement from source, bank statement.
- **Self-Employment Income –** Agency developed self-employment form and any supporting documentation that local agency may require.
- **Social Security Benefits –** The following list is acceptable benefit verification if the applicant reports **receipt** of Social Security (SS) or Social Security Disability (SSD).
    1. SSA or SSD Benefit Verification letter.
    2. Form SSA 1099 (Social Security Benefit Statement) with documentation if there is an increase.
    3. Correspondence from SSA.
- **Supplemental Social Security Benefits (SSI)-** SSI Benefit verification letter, or bank statement as a last resort (because no deductions are taken from SSI).
- **Strike Benefits –** Copy of check, statement from Union.
- **Temporary Assistance For Needy Families (TANF) –** Documentation showing amount of assistance.
- **Tribal per capita payments from casinos –** Statement from tribe regarding payment amounts.
- **Trust Fund-** Letter, statement from lawyer, bank statement.
- **Unemployment –** Printout or statement from the employment office; ensure that gross weekly benefits amount is used to calculate income.
- **Veterans Benefits –** Benefit award letter, correspondence from the VA office, benefit payment check, bank statement.
- **Workers Compensation –** Benefit Statement, check stub or bank statement (as a last resort).
- **Work Study –** Pay stubs.

What Is *Not* Income:

- **Cash Gifts: Irregular –** Irregular cash gifts or payment on behalf of the household, includes loans and cash draw down on credit cards. Gifts given for three consecutive months or more will be counted as income.
- **DHS cash assistance –** SNAP in the form of cash instead of food stamps.
- **Earned Income Credit (EIC) –** A tax credit for low income households.
- **Employers paid fringe benefits –** Health insurance, retirement, etc.
- **Energy Grant(s) –** Money received under last year's Low-Income Energy Assistance Program (LIHEAP), Oregon Energy Assistance Program (OEAP), or from private utility energy assistance programs.
- **Federal Disaster Payments -** Payments made by federal agencies under a residential declaration of disaster including, but not limited to, individual family grants from the Federal Emergency Management Agency (FEMA).
- **Food Stamps (SNAP) –** Assistance given under a federal program to eligible persons for food at designated grocery stores or markets.
- **Foster Grandparents Program –** A program for limited income people age 60 and older to serve as extended family members.
- **GI Bill-** Any of various Congressional bills, enacted to provide funds for college educational cost, which may include tuition, fees, books, and housing costs.
- **Home Ownership Voucher Program –** Section 8 Program. Payments may be cash payments or payments made on behalf of the household.
- **Income Earned by household members still enrolled in high school –** Income earned by household members eighteen (18) and over who are enrolled in high school.
- **Income Earned by minors –** Income earned by household members under the age of eighteen (18).
- **Income Not Counted By Law –** Income paid within the following programs:

  Domestic Volunteer Service Act of 1973 (P.L. 93113)

  Title I: Volunteers in Service to America (VISTA), AmeriCorps, University Year for Action (UYA), Urban Crime Prevention Program.

  Title II: Retired Senior Volunteer Program (RSVP), Foster Grandparent Program (FGP), Older Americans Community Service Program (Senior Health Aides, Senior Companions).

  Title III: Service Corps of Retired Executives (SCORE) and Active Corps of Executives (ACE).

  Title V of the Older American Act: Experience Works, Senior Health Aides, Senior Companions, Volunteer respite care providers.

Title I of the Workforce Investment Act of 1998 (WIA)**:** Supportive services to participants. Supportive services include assistance that enables people to participate in the program, e.g., transportation, health care, child care, handicapped assistance, meals, temporary shelter, counseling, and other reasonable expenses or participation in the program. Exclude all WIA-supported income received by dependent household members who are 18 years old or younger or attending school K-12.

- **Indian Per Capita Judgment Payments –** Payments made to any tribe or group whose trust relationship with the Federal Government has been terminated and for which Legislation in effect before October 12, 1973 authorized the disposition of its judgment funds.
- **In-kind Income –** Food or rent received in lieu of wages.
- **Job Related Expenses for Non Self Employed Applicants –** Business expenses comparable to self-employment, such as a sales person, truck driver, cab driver, or mechanic.
- **Job Related Reimbursements –** Job related expenses such as mileage, meals, uniforms, medical expenses, etc.
- **Lump Sum: Non-recurring –** Income considered of a nature not likely to occur or happen again (i.e. lump sum insurance settlements, workers compensation settlements, lottery winnings, sale of property, house or car, etc.).
- **Rebates and Refunds –** Income tax refunds, Property tax refunds, renters' refunds, security deposits of utilities and rentals.
- **Reverse Mortgage –** A mortgage in which a homeowner, usually an elderly or retired person, borrows money in the form of annual payments which are charged against the equity of the home.
- **Senior Companion Program –** A program which offers an opportunity for volunteers aged 60 and over to provide companionship and support to homebound adults, most of whom are also seniors.
- **SNAP –** Supplemental Nutrition Assistance (*See "Food Stamps" on page 2.12).*
- **Student Aid** (see Work Study) **–** The full amount of all financial assistance paid directly to the student or to the educational institution. This includes: scholarships, grants, or loans.
- **WIC –** Benefits from the Women, Infant, and Children (WIC) Nutrition Program, Child Nutrition Act.

SECTION THREE: PAYMENT TYPES

This Section contains:

✓ Payment Types:
- *Regular/Standard*
- *Subsidized*
- *Roomer/Boarder/Owner*
- *Crisis*
- *Combo*
- *Fuel (LIHEAP Only)*
- *Furnace Repair/Replacement (LIHEAP Only)*
- *Health & Safety (LIHEAP Only)*
- *Supplemental*
- *Agency Pay*

✓ Standard Benefits and Primary Heating Source (LIHEAP Only)
✓ Direct Pays

Payment Types

The following are the different types of payments for energy assistance and their definitions:

- **Regular/Standard Payment –** The standard energy assistance payment determined by the LIHEAP/OEAP Benefits Matrix provided by OHCS each program year. Households who receive a regular payment are not required to have a past due notice, shut-off notice, nor do they have to have an empty (or almost empty) tank.

- **Subsidized Payment –** A reduced regular payment based on the Benefit Matrix (see Section Five). Many residents of subsidized housing receive a utility allowance that is intended to cover a portion of their utility costs. This utility allowance provides the basis for a reduced energy assistance payment. Not all households living in subsidized housing receive a subsidized payment. To determine the type of payment for a household that lives in subsidized housing should receive *see the Energy Burden Table in Section Seven*. It should be assumed that all residents of subsidized housing have a utility allowance *unless* they can prove otherwise. Acceptable forms of documentation that can be used to prove there is no utility allowance is a Landlord Letter, Subsidized Housing Contract, and/or Utility Bill *(see the Energy Burden Table in Section Seven).*

  All households applying for LIHEAP must demonstrate energy burden using acceptable forms of documentation. Applicants residing in subsidized housing with heat included in rent are not considered vulnerable to rising energy costs, and are therefore generally not eligible for LIHEAP Heating Assistance benefits.

- **Roomer/Boarder/Owner Payment –** If everyone in the household is not interested in applying, the Roomer/Boarder or Owner may each apply separately, as an individual household. In these types of situations, the applicant would be eligible to receive 50% of a regular payment based on the Benefit Matrix *(See Roomer/Boarder definition on page 1.16).*

- **Crisis Payment –** An amount of up to $500, based on actual need, may be paid to help alleviate an existing crisis. Households must have received a Regular Payment prior to receiving crisis payment *(See Section Four on Crisis Services.).*

- **Combo Payment –** A payment made on behalf of a household to prevent disconnection, facilitate reconnection or replenish fuel supply. A combo payment is issued as a regular and a crisis payment at the same intake appointment. The amount may not exceed the total of a regular or subsidized half payment plus the maximum crisis payment. Like a crisis payment, a combo payment should reflect actual need.

- **Fuel Payment (LIHEAP Only) -** For those households where a Standard benefit will not cover minimum delivery requirements (oil, propane, wood), a Fuel Payment may be issued for up to $500. This type of payment is an alternative to Regular/Standard benefits, and should only be used when circumstances require. Households who receive a Fuel Payment are still eligible for a Crisis Payment. A fuel payment cannot be split between vendors (*Compare this amount to the standard benefit amount to ensure that the household is receiving the highest amount*).

- **Furnace Repair/Replacement (LIHEAP Only) -** A maximum of $5,000 may be used to repair or replace unsafe or dysfunctional household equipment. In certain cases the amount to repair or replace this equipment might cost more than $5,000 in these cases, approval from OHCS staff must be obtained prior to completion of work. This includes heating systems (furnaces) or other equipment necessary to alleviate heating/energy crises or to resolve a health and safety risk. Wherever possible, LIHEAP agencies should partner with the Weatherization provider in their area to audit and inspect repair/replacement work, and considerable effort should be made to supplement LIHEAP funds with other leveraged resources.

In the case of Furnace Repair/Replacement Payments:

- Agencies must have contracts in place with HVAC vendors for repairs or replacements. In cases where no contract is in place, 3 proposals must be obtained. The winning proposal must at a minimum include: address of residence, amount of proposal, equipment specifications, and hardware to be installed in addition to the date of the proposal.

- The applicant does not need to be the owner of the dwelling, however in the case of renter households, every attempt should be made to have the equipment repaired or replaced by the owner.

- A homeowner authorization form must be signed (by the homeowner) authorizing replacement/repair of the existing equipment. This form must be signed even if the applicant is the homeowner.

- A pre-inspection must be completed to make sure that the HVAC equipment or system is unsafe or dysfunctional.

- A post inspection must be completed by an agency representative or a designated third party (e.g. weatherization inspector, HVAC technician or a staff person trained in the use of testing equipment). HVAC systems must be run through one cycle to verify work is completed in a workman like manner according to manufactures recommendations.
- In homes with combustion appliances, combustion testing must be completed by a qualified technician (e.g. weatherization inspector, HVAC technician, staff person trained in the use of testing equipment). At a minimum this testing must include ambient carbon monoxide testing and be documented in the file.
- In homes with combustion appliances, a carbon monoxide alarm must be installed according to manufactures recommendation. If there is an existing carbon monoxide alarm it must be tested/certified and documented in the file.
- In addition to the information that must be in an Energy Assistance file, each furnace repair/replacement the file must include a proposal, change order (if the job is going to cost more than proposed), inspection forms, and an invoice. All forms with the exception of the invoice must be signed by agency staff.

In some cases, a fuel conversion may be necessary to alleviate heating/energy crises or to resolve a health and safety risk. Fuel Conversions should be carefully weighed against other options when assessing a crisis situation.

- **Health & Safety (LIHEAP Only)** – A maximum of $1,000 may be used for household supplies or equipment (excluding furnace repair/replacements) necessary to alleviate heating/energy crises or to resolve a health & safety risk. Considerable effort should be made to supplement LIHEAP funds with other leveraged resources.
- **Supplemental Payments -** Some agencies may opt to provide payments to households in addition to the benefits listed above. These could include, but are not limited to incentives, co-payments, emergency relief, or targeted assistance. Agencies wishing to utilize this payment option must have approval from OHCS within their local work-plan.
- **Agency Pay**- A reimbursement to your agency for goods and/or services purchased for a client. This is not to be used to circumvent the policies outlined in this manual or the vendor contracts.

Standard Benefits and Primary Heating Source (LIHEAP Only)

In cases where none of the energy assistance benefit will be directed toward the primary heating source (indicated in OPUS): The standard benefit must be based on the energy type where the majority of assistance will be applied. If splitting the payment equally, the payment must be based on the primary heat source.

Examples of circumstances where this may occur:

- A household's primary heat source is oil—however, they were able to pre-purchase a full tank during the summer, and need electricity to utilize heating systems.
- A household is on a time payment plan with their primary heating source, and need a secondary energy source paid in order to heat their home.

- The primary heat source is current and the secondary is at risk of disconnect.

Direct Pays

LIHEAP Only- OEAP is always paid only to Portland General Electric (PGE) or Pacific Power on behalf of their customers.

Wherever possible, energy assistance benefits should be provided directly to the utility or vendor. However, in some cases, energy assistance benefits must be paid directly to the household.

Direct household payments should only be used in the following cases:

1. Payments to renters whose heat is included in rent or who pay heating costs directly to their landlord. A Landlord letter, rental agreement or lease must be provided for verification. Applicants residing in subsidized housing *with heat included in rent* are not considered vulnerable to rising energy costs, and are therefore generally not eligible for LIHEAP Heating Assistance benefits.

2 Households who utilize home energy suppliers without a current, signed vendor agreement are eligible for Direct Payment.

3 For Certain Bulk Fuel (e.g. wood, pellets, propane) Situations:

   a) All effort must be made to pay a contracted bulk fuel vendor. This may be a vendor contract that is modified or pared down from the State Provided Template.

   b) If there is no vendor contract in place, all effort should be made to use standardized receipts/documentation for Direct Payments for Bulk Fuels. This includes Name of purchaser, items to be purchased, cost of items, and vendor information (Name, phone, date of sale, and address). This "receipt" could be completed prior to or after purchase, depending on local agency policy.

   c) If a client has pre-purchased bulk fuels, and has difficulty obtaining/completing the above documentation, a Direct Payment can be made if current or previous one heating season receipts are provided. *Using prior heating season's receipts as documentation—if a client resides at a different address than is noted on the receipt or reported in a prior year*, *proof of heating fuel at the current residence will be required.*

   d) Agencies are encouraged to only pay for the amount of bulk fuel listed on the receipts up to the standard payment benefit, and apply any remaining benefit toward an alternate energy source. If no alternate energy source is available, a direct payment **must** be issued for the entire benefit.

SECTION FOUR: CRISIS PAYMENTS

This Section contains:

✓ Crisis Payments
✓ Crisis Services
✓ Life Threatening Crisis

Crisis Payments

A crisis exists when a household faces a sudden or unexpected event beyond their control resulting in the inability to pay household heating costs.

A crisis may be caused by, or defined as:

- Medical conditions- high costs or essential equipment
- Sudden loss of job, public benefits, or other income
- Malfunction of heating equipment
- Domestic violence
- Other circumstances that may pose a potential health and/or safety threat.

Circumstances which do not necessarily qualify as a crisis include:

- Chronic non-payment of utility/fuel costs
- Unexplained or excessively high utility/fuel costs
- Other situations which are not sudden, unexpected, or beyond the control of the household

While a household must have exhausted a regular benefit prior to receiving a crisis benefit, an agency may provide both simultaneously *(See Combo Payment page 3.2)*.

Crisis payments should reflect actual need and, with the exception of prepaid accounts, should rarely result in a credit. (For prepaid accounts, it is understood that any payment will result in a credit.) Justification for the crisis benefit and amount must be documented, particularly when the payment will result in a credit on a non-prepaid vendor/utility account. If the crisis payment is to a prepaid account, please include that information in the comments.

As with standard benefits, coordinators are encouraged to contact the state Energy Assistance Coordinator if they feel extreme circumstances warrant an exception to the maximum benefit guidelines.

All Crisis Payments must be approved by the local energy assistance coordinator, or their designee, with a description of the situation written in the Comments Section of the Authorization form and in OPUS.

Crisis Services

LIHEAP agencies must ensure that energy crises are responded to from December 1st through March 15. If funds are exhausted before March 15, staff must be available to assist households in crisis by providing information, referral, advocacy, and/or case management services.

Life Threatening Crisis

A life threatening crisis exists when a household member(s) health and/or well-being would likely be endangered if assistance is not provided to continue heating/energy services. Generally, this would require an active medical certificate but may be deemed a life threatening crisis by the local service provider if extreme circumstances are present. Example: Extreme cold, supply shortage of deliverable fuels, etc.

In addition to the above, the household must either be disconnected or at imminent risk of disconnection (within 5 days of application) to be considered as having a life threatening crisis situation. Households with deliverable fuels must either be out of fuel or at imminent risk of being out of fuel.

Life threatening crisis situations must be addressed within either 18 (if already disconnected) or 48 (at risk of disconnection) hours of application. These timeframes must be documented to ensure compliance with the federal requirement and must include comments outlining how the situation was addressed.

Agencies are authorized to provide any of the following forms of assistance, or a combination thereof which best resolves a given emergency situation:

- Bill Payment Assistance
- Heat System Repair or Replacement--includes repair, replacement, or conversion of inoperative, non-functional, or unsafe household heating equipment necessary to alleviate potential heating and/or energy crises. When considering furnace repair or replacement, considerable effort should be made to supplement LIHEAP funds with other leveraged resources
- Other Equipment Repair/Replacement--includes repair or replacement of inoperative, non-functional or unsafe household appliances/equipment necessary to alleviate home energy crises. When considering equipment repair or replacement, considerable effort should be made to supplement LIHEAP funds with other leveraged resources
- Other Emergency Services--including, but not limited to information, referral, coordination of benefits, advocacy, case management and/or other goods and services necessary to relieve immediate threat to health and safety

The maximum benefits payments for crisis assistance are:

Year-Round Crisis Energy Assistance	$500
Non-Furnace Health and Safety	$1000
Furnace or Equipment Replacement/Repair	$5000

In the event of household energy-related emergencies, in-kind benefits may be used to augment crisis assistance. These include, but are not limited to sleeping bags, clothing, blankets, and emergency disaster kits.

These are minimum requirements; individual agencies may have additional requirements. Staff should verify crisis-related policies and procedures with their local energy assistance coordinator.

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SECTION FIVE: ELIGIBILITY GUIDELINES AND BENEFIT MATRICES

This Section contains:

- ✓ Eligibility Income Guidelines
- ✓ Standard Benefits and Primary Heating Source Matrices
- ✓ 2016 Benefit Matrix – Region 1
- ✓ 2016 Benefit Matrix – Region 2

Eligibility Income Guidelines

60% of State Median Income by Household Size
For Use in Federal Fiscal Year 2016

Estimated State Median by Household Size-Source HHS

Household Unit Size	Annual Gross Income*	Monthly Gross Income*
1	$21,933	$1,827.75
2	$28,681	$2,390.08
3	$35,429	$2,952.42
4	$42,177	$3,514.75
5	$48,926	$4,077.17
6	$55,674	$4,639.50
7	$56,939	$4,744.92
8	$58,205	$4,850.42
9	$59,470	$4,955.83
10	$60,735	$5,061.25
11	$62,001	$5,166.75
12	$63,266	$5,272.17
Each Additional Member	$1,265	$105.44

* Gross income means all household income before any deductions

Standard Benefits and Primary Heating Source Matrices

The following Standard Benefit Matrices are based on household fuel type. *OEAP is to only be used for electric bill-payment assistance.*

2016 Benefit Matrix – Region 1

Region 1 – Benton, Clackamas, Clatsop, Columbia, Coos, Curry, Douglas, Jackson, Josephine, Lane, Lincoln, Linn, Marion, Multnomah, Polk, Tillamook, Washington and Yamhill Counties.

	Income Range		STANDARD					SUBSIDIZED				
			Electric	Oil	LG	Gas	Wood/ Pellet	Electric	Oil	LG	Gas	Wood/ Pellet
1	$0	$5,484	$330	$550	$360	$250	$350	$165	$305	$180	$150	$175
	$5,485	$10,967	$280	$530	$305	$250	$350	$150	$265	$150	$150	$175
	$10,968	$16,450	$250	$440	$255	$250	$350	$150	$220	$150	$150	$175
	$16,451	$21,933	$250	$350	$250	$250	$350	$150	$175	$150	$150	$175
2	$0	$7,171	$455	$550	$495	$295	$350	$225	$425	$245	$150	$175
	$7,172	$14,341	$390	$550	$425	$255	$350	$195	$365	$210	$150	$175
	$14,342	$21,511	$325	$550	$355	$250	$350	$160	$305	$175	$150	$175
	$21,512	$28,681	$260	$485	$285	$250	$350	$150	$240	$150	$150	$175
3	$0	$8,858	$495	$550	$540	$320	$350	$245	$465	$270	$160	$175
	$8,859	$17,715	$425	$550	$465	$275	$350	$210	$395	$230	$150	$175
	$17,716	$26,572	$355	$550	$385	$250	$350	$175	$330	$190	$150	$175
	$26,573	$35,429	$280	$530	$310	$250	$350	$150	$265	$155	$150	$175
4	$0	$10,545	$535	$550	$550	$350	$350	$265	$500	$290	$175	$175
	$10,546	$21,089	$460	$550	$500	$300	$350	$230	$430	$250	$150	$175
	$21,090	$31,633	$380	$550	$420	$250	$350	$190	$360	$210	$150	$175
	$31,634	$42,177	$305	$550	$335	$250	$350	$150	$285	$165	$150	$175
5	$0	$12,232	$550	$550	$550	$365	$350	$280	$525	$305	$180	$175
	$12,233	$24,463	$480	$550	$525	$310	$350	$240	$450	$260	$155	$175
	$24,464	$36,694	$400	$550	$435	$260	$350	$200	$375	$215	$150	$175
	$36,695	$48,926	$320	$550	$350	$250	$350	$160	$300	$175	$150	$175
6	$0	$13,919	$550	$550	$550	$370	$350	$285	$535	$310	$185	$175
	$13,920	$27,837	$490	$550	$535	$320	$350	$245	$460	$265	$160	$175
	$27,838	$41,756	$410	$550	$445	$265	$350	$205	$380	$220	$150	$175
	$41,757	$55,674	$325	$550	$355	$250	$350	$160	$305	$175	$150	$175
7	$0	$14,235	$550	$550	$550	$370	$350	$285	$535	$310	$185	$175
	$14,236	$28,470	$490	$550	$535	$320	$350	$245	$460	$265	$160	$175
	$28,471	$42,705	$410	$550	$445	$265	$350	$205	$380	$220	$150	$175
	$42,706	$56,939	$325	$550	$355	$250	$350	$160	$305	$175	$150	$175
8	$0	$14,552	$550	$550	$550	$370	$350	$285	$535	$310	$185	$175
	$14,553	$29,103	$490	$550	$535	$320	$350	$245	$460	$265	$160	$175
	$29,104	$43,654	$410	$550	$445	$265	$350	$205	$380	$220	$150	$175
	$43,655	$58,205	$325	$550	$355	$250	$350	$160	$305	$175	$150	$175
9	$0	$14,868	$550	$550	$550	$370	$350	$285	$535	$310	$185	$175
	$14,869	$29,735	$490	$550	$535	$320	$350	$245	$460	$265	$160	$175
	$29,736	$44,603	$410	$550	$445	$265	$350	$205	$380	$220	$150	$175
	$44,604	$59,470	$325	$550	$355	$250	$350	$160	$305	$175	$150	$175
10	$0	$15,184	$550	$550	$550	$370	$350	$285	$535	$310	$185	$175
	$15,185	$30,368	$490	$550	$535	$320	$350	$245	$460	$265	$160	$175
	$30,369	$45,552	$410	$550	$445	$265	$350	$205	$380	$220	$150	$175
	$45,553	$60,735	$325	$550	$355	$250	$350	$160	$305	$175	$150	$175
11	$0	$15,501	$550	$550	$550	$370	$350	$285	$535	$310	$185	$175
	$15,502	$31,001	$490	$550	$535	$320	$350	$245	$460	$265	$160	$175
	$31,002	$46,501	$410	$550	$445	$265	$350	$205	$380	$220	$150	$175
	$46,502	$62,001	$325	$550	$355	$250	$350	$160	$305	$175	$150	$175
12	$0	$15,817	$550	$550	$550	$370	$350	$285	$535	$310	$185	$175
	$15,818	$31,633	$490	$550	$535	$320	$350	$245	$460	$265	$160	$175
	$31,634	$47,450	$410	$550	$445	$265	$350	$205	$380	$220	$150	$175
	$47,451	$63,266	$325	$550	$355	$250	$350	$160	$305	$175	$150	$175

2016 Benefit Matrix – Region 2

Region 2 – Baker, Crook, Deschutes, Gilliam, Grant, Harney, Hood River, Jefferson, Klamath, Lake, Malheur, Morrow, Sherman, Umatilla, Union, Wallowa, Wasco, and Wheeler Counties.

	Income Range		STANDARD					SUBSIDIZED				
			Electric	Oil	LG	Gas	Wood/ Pellet	Electric	Oil	LG	Gas	Wood/ Pellet
1	$0	$5,484	$360	$550	$390	$250	$350	$180	$335	$195	$150	$175
	$5,485	$10,967	$305	$550	$335	$250	$350	$150	$285	$165	$150	$175
	$10,968	$16,450	$255	$480	$280	$250	$350	$150	$240	$150	$150	$175
	$16,451	$21,933	$250	$385	$250	$250	$350	$150	$190	$150	$150	$175
2	$0	$7,171	$495	$550	$540	$320	$350	$245	$465	$270	$160	$175
	$7,172	$14,341	$425	$550	$465	$275	$350	$210	$400	$230	$150	$175
	$14,342	$21,511	$355	$550	$385	$250	$350	$175	$330	$190	$150	$175
	$21,512	$28,681	$285	$530	$310	$250	$350	$150	$265	$155	$150	$175
3	$0	$8,858	$540	$550	$550	$350	$350	$270	$505	$295	$175	$175
	$8,859	$17,715	$465	$550	$505	$300	$350	$230	$435	$250	$150	$175
	$17,716	$26,572	$385	$550	$420	$250	$350	$190	$360	$210	$150	$175
	$26,573	$35,429	$310	$550	$335	$250	$350	$155	$290	$165	$150	$175
4	$0	$10,545	$550	$550	$550	$380	$350	$290	$550	$320	$190	$175
	$10,546	$21,089	$500	$550	$550	$325	$350	$250	$470	$275	$160	$175
	$21,090	$31,633	$415	$550	$455	$270	$350	$210	$390	$225	$150	$175
	$31,634	$42,177	$335	$550	$365	$250	$350	$165	$310	$180	$150	$175
5	$0	$12,232	$550	$550	$550	$395	$350	$305	$550	$330	$195	$175
	$12,233	$24,463	$525	$550	$550	$340	$350	$260	$490	$285	$170	$175
	$24,464	$36,694	$435	$550	$475	$280	$350	$215	$405	$235	$150	$175
	$36,695	$48,926	$350	$550	$380	$250	$350	$175	$325	$190	$150	$175
6	$0	$13,919	$550	$550	$550	$405	$355	$310	$550	$340	$200	$175
	$13,920	$27,837	$535	$550	$550	$345	$350	$265	$500	$290	$170	$175
	$27,838	$41,756	$445	$550	$485	$290	$350	$220	$415	$240	$150	$175
	$41,757	$55,674	$355	$550	$390	$250	$350	$175	$335	$195	$150	$175
7	$0	$14,235	$550	$550	$550	$405	$355	$310	$550	$340	$200	$175
	$14,236	$28,470	$535	$550	$550	$345	$350	$265	$500	$290	$170	$175
	$28,471	$42,705	$445	$550	$485	$290	$350	$220	$415	$240	$150	$175
	$42,706	$56,939	$355	$550	$390	$250	$350	$175	$335	$195	$150	$175
8	$0	$14,552	$550	$550	$550	$405	$355	$310	$550	$340	$200	$175
	$14,553	$29,103	$535	$550	$550	$345	$350	$265	$500	$290	$170	$175
	$29,104	$43,654	$445	$550	$485	$290	$350	$220	$415	$240	$150	$175
	$43,655	$58,205	$355	$550	$390	$250	$350	$175	$335	$195	$150	$175
9	$0	$14,868	$550	$550	$550	$405	$355	$310	$550	$340	$200	$175
	$14,869	$29,735	$535	$550	$550	$345	$350	$265	$500	$290	$170	$175
	$29,736	$44,603	$445	$550	$485	$290	$350	$220	$415	$240	$150	$175
	$44,604	$59,470	$355	$550	$390	$250	$350	$175	$335	$195	$150	$175
10	$0	$15,184	$550	$550	$550	$405	$355	$310	$550	$340	$200	$175
	$15,185	$30,368	$535	$550	$550	$345	$350	$265	$500	$290	$170	$175
	$30,369	$45,552	$445	$550	$485	$290	$350	$220	$415	$240	$150	$175
	$45,553	$60,735	$355	$550	$390	$250	$350	$175	$335	$195	$150	$175
11	$0	$15,501	$550	$550	$550	$405	$355	$310	$550	$340	$200	$175
	$15,502	$31,001	$535	$550	$550	$345	$350	$265	$500	$290	$170	$175
	$31,002	$46,501	$445	$550	$485	$290	$350	$220	$415	$240	$150	$175
	$46,502	$62,001	$355	$550	$390	$250	$350	$175	$335	$195	$150	$175
12	$0	$15,817	$550	$550	$550	$405	$355	$310	$550	$340	$200	$175
	$15,818	$31,633	$535	$550	$550	$345	$350	$265	$500	$290	$170	$175
	$31,634	$47,450	$445	$550	$485	$290	$350	$220	$415	$240	$150	$175
	$47,451	$63,266	$355	$550	$390	$250	$350	$175	$335	$195	$150	$175

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SECTION SIX: AGENCY NETWORK INFORMATION

This Section contains:

- ✓ Oregon Contacts for Community Action Agencies
- ✓ Energy Assistance Program Coordinator Contacts
- ✓ Energy Assistance Referral Listing by County

Oregon Contacts for Community Action Agencies

These low-income energy and housing resources include:

Oregon Housing and Community Services
Send an email to OHCS: **http://energyassistance@oregon.gov**

Oregon Energy Coordinators Association
http://www.warmandsafenow.com

Community Action Partnership of Oregon
http://www.caporegon.org

Community-based organizations that provide energy assistance programs in Oregon include:	
ACCESS	Access
CAO	Community Action Organization in Washington County
CAPECO	Community Action Program of East Central Oregon
CAT	Community Action Team, Inc.
CCNO	Community Connection of NE Oregon
CCSSD	Clackamas County Social Services Division
CinA	Community In Action
CSC	Community Services Consortium
KLCAS	Klamath-Lake Community Action Services
LCHSD	Lane County Human Services Division
MCCAC	Mid-Columbia Community Action Council
MULTCO	Multnomah County Department of County Human Services
MWVCAA	Mid-Willamette Valley Community Action Agency
NI	NeighborImpact
ORCCA	Oregon Coast Community Action Agency
UCAN	United Community Action Network
YCAP	Yamhill Community Action Partnership

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Energy Assistance Referral Listing By County

COUNTY	AGENCY	PHONE
Baker	Community Connection of Northeast Oregon Inc.	(541) 523-6591
Benton	Community Services Consortium	(541) 752-2840
Clackamas	Clackamas County Social Services Division	(503) 650-5640
Clatsop	Community Action Team	(503) 325-1400
Columbia	Community Action Team	(503) 397-4951
Coos	Oregon Coast Community Action	(541) 435-7080
Crook	NeighborImpact	(541) 504-2155
Curry	Oregon Coast Community Action	(541) 469-3155
Deschutes	NeighborImpact	(541) 504-2155
		La Pine (541) 536-8511
Douglas	United Community Action Network	(541) 672-3421
Gilliam	Community Action Programs of Eastern- Central	1-800-752-1139
Grant	Community Connection of Northeast Oregon Inc.	(541) 575-2949
Harney	Community In Action – HCSC	(541) 573-6024
Hood River	Mid-Columbia Community Action Council	(541) 386-4027
Jackson	ACCESS	(541) 779-9020
Jefferson	NeighborImpact	(541) 504-2155
Josephine	United Community Action Network	(541) 956-4050
Klamath	Klamath/Lake Community Action Services	(541) 882-3500
Lake	Klamath/Lake Community Action Services	(541) 882-3500
Lane	Lane County Human Services Division	(541) 682-3378
Lincoln	Community Services Consortium	(541) 265-3293
Linn	Community Services Consortium	(541) 926-7163
Malheur	Community In Action	(541) 889-9555
Marion	Mid-Willamette Valley Community Action Agency	(503) 588-9016 x300
		(503) 588-6928 x300
Morrow	Community Action Programs of Eastern-Central Oregon	1-800-752-1139
Multnomah	Multnomah County Department of County Human Services	(503) 988-6295

COUNTY	AGENCY	PHONE
Polk	Mid-Willamette Valley Community Action Agency	(503) 588-8491 x 300
		(503) 588-9016 x 300
Sherman	Mid-Columbia Community Action Council	(541) 298-5131
Tillamook	Community Action Team	(503) 842-5261 x203
Umatilla	Community Action Programs of eastern-Central Oregon	(541) 276-1926
Union	Community Connection of Northeast Oregon Inc.	(541) 963-7532
Wallowa	Community Connection of Northeast Oregon Inc.	1-800-772-3840
Wasco	Mid-Columbia Community Action Council	(541) 298-5131
Washington	Community Action Of Washington County	(503) 615-0771 energy@caowash.org
Wheeler	Community Action Programs of Eastern-Central Oregon	1-800-752-1139
Yamhill	Yamhill Community Action Partnership	(503) 687-1480 1-855-216-5289 ext. 1480

SECTION SEVEN: ACRONYMS AND DEFINITIONS

This Section contains:

- ✓ Acronyms
- ✓ Acronym Code List
- ✓ Definitions
- ✓ Energy Burden Table

Acronyms

Acronyms are a fact of life for many service programs, so we begin with some of the most commonly used abbreviations that you will find throughout this manual. In addition, others have been added that are commonly used in the energy assistance field.

2P	Two Parent
AAA	Area Agency on Aging
ACE	Active Corps of Executives
ACE	Advisory Committee on Energy
ACF	Administration for Children and Family
AGR	Agency Grant Request
AOI	Associated Oregon Industries
APC	Agency/Program/County/Grant
BPA	Bonneville Power Administration
BPI	Building Performance Institute
C/A	Companion/Attendants/Caregiver
CAA	Community Action Agency
CAF	Children, Adults and Families – DHS-State
CAPO	Community Action Partnership of Oregon
CAPS	Community Action Programs
COH	Co-Habitants
COU	Customer/Consumer Owned Utility
CR	Crisis Payment
CRD	Community Resource Division
CSBG	Community Services Block Grant
CSG	Conservation Services Group
CUB	Citizens Utility Board
DHI	Declaration of Household Income
DHS	Department of Human Services

DOE	Department of Energy
ECHO	Energy Conservation Helping Oregon
EIC	Earned Income Credit
EPA	Environmental Protection Agency
EPC	Energy Policy Committee
ESG	Efficiency Services Group
ETO	Energy Trust of Oregon
EXF	Extended Family
FEMA	Federal Emergency Management Agency
FCEC	Fair & Clean Energy Coalition
FGP	Foster Grandparent Program
FS	Food Stamps
FSR	Financial Status Report
FW	Farm Worker
FWS	Federal Work Study
G	GED
H	High School – Non Grad
HES	Household Energy Supplier
HHS	Department of Health and Human Services
HM	Home
HUD	Housing and Urban Development
K-8	K-8 Grade
LIHEAP	Low Income Home Energy Assistance Program
M	Married
M/D	Masters/Doctorate
MES	Message
MGA	Master Grant Agreement
NFFN	National Fuel Funds Network
NLIEC	National Low Income Energy Consortium
NOA	Notice of Action – or - Notice of Allocation
NWEC	Northwest Energy Coalition
OEAP	Oregon Energy Assistance Program
OECA	Oregon Energy Coordinators Association
OEP	Oregon Energy Partnership
OHCS	Oregon Housing and Community Services
OPUC	Oregon Public Utility Commission
OSIP	Oregon Supplemental Income Program
PUC	Public Utility Commission

RFC	Request for Cash
RFF	Request for Funds
ROMA	Results Oriented Management & Accountability
RSVP	Retired Service Volunteer Program
S	Single
SCORE	Service Corps of Retired Executives
SDSD	Senior and Disabled Services Division
SNAP	Supplemental Nutritional Assistance Program
SPEC'S	Specifications
SPF	Single Parent Female
SPM	Single Parent Male
SS	Social Security
SSA	Social Security Administration
SSB	Social Security Benefits
SSD	Social Security Disability
SSI	Supplemental Security Income
SSN/SYSID	Social Security Number/System ID
TANF	Temporary Assistance for Needy Families
TBA	Tenant Based Assistance
T&TA	Training and Technical Assistance
U	Unknown
UI	Unemployment Insurance
UYA	University Year of Action
VA	Veterans Administration
VM	Voice Mail
VISTA	Volunteers In Service to America
WAP	Weatherization Assistance Program
WC	Workers Compensation
WIA	Workforce Investment Act
WIC	Women, Infant, Children
WRK	Work
WX	Weatherization

Acronym Code List

Acronym Codes - Extracted from reverse side of Energy Assistance Program Authorization form

SOCIAL SECURITY NUMBER CODE

N	No
Y	Yes
E	Exception

LANGUAGE

AM	American Sign
AR	Arabic
C	Chinese
E	English
F	Farsi
H	Hmong
J	Japanese
K	Khmer
KO	Korean
LA	Laotian
M	Mien
MA	Mayan Group
O	Other
R	Russian
RU	Romanian
S	Spanish
V	Vietnamese
DK	Don't Know
RF	Refused

GENDER

F	Female
M	Male
O	Other
RF	Refused

ETHNICITY

NH	Non-Hispanic/Non-Latino
H	Hispanic/Latino
DK	Don't Know
RF	Refused

RACE

AA	African-American
AS	Asian
AI	American Indian/Alaska Native
NH/PI	Native Hawaiian/Pacific Islander
WH	White
DK	Don't Know
RF	Refused

DISABILITY

N	No
Y	Yes
DK	Don't Know
RF	Refused

VETERAN

N	No
Y	Yes
DK	Don't Know
RF	Refused

HOMEBOUND

N	No
Y	Yes
DK	Don't Know
RF	Refused

HOUSEHOLD TYPE

M	Married
S	Single
SPM	Single Parent Male
SPF	Single Parent Female
EXF	Extended Family
2P	Two Parent
COH	Co-Habitants

INCOME FREQUENCY

E	Every other Week
M	Monthly
O	One Time
Q	Quarterly
T	Twice-A-Month
W	Weekly
Y	Yearly

INCOME VERIFICATION

AL	Award Letter
BS	Bank Statement
CM	Case Mgr/Worker
CPS	Check Pay Stub
CD	Court Doc
DHI	Declaration of Household Income
FSRN	FSRN
FSUP	FSUP
P	Phone
SEWS	Self-Employment WS
SA	State Agency
SWS	Student WS
TANF	TANF Information
TXF	Tax Forms W2 1099
UED	Unemployment Documents
UM	Update Mail Out
WP	Wage Printout
OM	Other Method

NON-CASH BENEFITS

SNAP	Supplemental Nutritional Assistance Program
OHP	Oregon Health Plan
MCARE	Medicare Health Insurance Program
WIC	Special Supplemental Nutrition Program for Women, Infants and Children
VAMS	Veteran's Administration Medical Services
TNFC	TTANF Child Care Services
TNFT	TANF Transportation Service
TNFO	OTHER TANF-Funded Services
PRA	Section 8, Public Housing, or Other Ongoing Rental Assistance
OHI	Other Health Insurance
OS	Other Source
TRA	Temporary Rental Assistance
DK	Don't Know
RF	Refused
N	None

EDUCATION (Ages 23-60 only)

NO	No Schooling Completed
PK	Preschool
K	Kindergarten
1	1st Grade
2	2nd Grade
3	3rd Grade
4	4th Grade
5	5th Grade
6	6th Grade
7	7th Grade
8	8th Grade
9	9th Grade
10	10th Grade
11	11th Grade
12	12th Grade – No Diploma
GED	GED
HSD	High School Diploma
PS	Post-Secondary – No Degree
AA	Associates Degree
BA	Bachelor's Degree
MA	Master's Degree
PHD	Doctorate Degree
OPD	Other Grad/Professional Degree
ATC	Advanced Training Certificate
SAC	Skilled Artisan Certificate
DK	Don't Know
RF	Refused

INCOME TYPE

AD	Adoption
AL	Alimony or other Spousal Support
AN	Annuities
CG	Cash Grant
CS	Child Support
DB	Death Benefit
E	Education
FC	Foster Care
GT	General Assistance Tribal
IN	Private Disability Insurance
I	Interest
OS	Other Source
PP	Private Pension
PS	Property Sale
SS	Social Security Income
SSI	Supplemental Security Income
SSDI	Social Security Disability Income
SE	Self-Employment
TANF	Temporary Assistance for Needy Families
TF	Trust Fund
U	Unemployment Insurance
VDP	Veteran's Disability Payment
VP	Veteran's Pension
W	Wages
WC	Workers Compensation

INCOME REPORTED

N	No
Y	Yes
ZIS	Zero Income Statement
DK	Don't Know
RF	Refused

OREGONTRIBES

BP	Burns Paiute Tribe
CO	Coquille Tribe
CC	Cow Creek Band of Umpqua Indians
CTC	Confederated Tribes of the Coos, Lower Umpqua and Siuslaw Indians
CTU	Confederated Tribes of the Umatilla Indians
GR	Confederated Tribes of Grand Ronde
KT	Klamath Tribes
S	Confederated Tribes of Siletz
WS	Confederated Tribes of Warm Springs
OT	Other Oregon Tribes
MT	Multiple Oregon Tribes
DK	Don't Know
RF	Refused

Definitions

Authorization Form – The official term for an energy assistance application. The term **may** be used interchangeably with energy assistance application form.

Boarder – A roomer/boarder is a person who rents a room from the building owner. A roomer/boarder does not have a separate site address from other occupants of the building—however, a roomer/boarder does not share in providing, or being provided for, the necessities of life (e.g. food, living costs) with other residents of the structure.

Caregiver/Personal Care Attendant – An attendant is a person who works during the **day** and/or lives at the residence. Both types of attendants may be paid for by any of the following: applicant, relatives, State or company providing home assistance payments. An attendant (regardless of who pays) is an independent employee.

Completed Application – An application is completed when responses to all application questions have been verified, appropriate documentation has been provided, and both the applicant and intake worker have signed the application.

Commitment Date – The date a utility or fuel vendor has been notified of an agency commitment.

Crisis Assistance Payment – The assistance provided to help low-income households resolve crisis situations, including but not limited to, supply shortages, loss of household heat, minor fuel source repairs, furnace repairs and other situations as described in the state plan.

Declaration of Household Income Form (DHI) – A form required for households claiming no income, or irregular/personal income (*See Personal Income definition.).*

Denied Application – An application is denied when it has been completed and signed, but the applicant fails to meet program eligibility requirements at the time of application.

Direct Payment – Wherever possible, payments should be made directly to the utility or vendor. However, in some cases, a LIHEAP benefit must be paid directly to the household. *(See Section Three)*.

Disabled – Persons who are unable to engage in any substantial paid activity by reason of any medically determinable physical or mental impairment.

Eligible – Households whose verified income is in accordance with the LIHEAP/OEAP Benefits Matrix Form and are partially or fully responsible for their home heating expenses.

Employed – Having a job that pays wages or a salary on a regular basis.

Energy Assistance Payment – A payment made under the LIHEAP/OEAP programs to or on behalf of an eligible household.

Energy or Client Education – An activity intended to help program participants effectively and measurably lower energy usage and home energy bills for program participants.

Furnace Repair/Replacement – A Repair or Replacement of a household furnace or primary heating system for an inoperative, unsafe, or substantially non-functional home heating system. A maximum amount of $5000 may be used for this purpose.

Gross Income – Total Household income from all sources before any deductions.

Home Energy – The type of energy or fuel supply that is the major portion of a household's heat source.

Home Energy Supplier – Companies who deliver fuel in bulk, such as oil, liquid gas, wood, pellet, etc., or provide electricity or natural gas continuously via wire or pipes. Home Energy Supplier and Vendor are used interchangeably.

Home Heating Costs – Expenses incurred by a household for their home heating costs.

Homeless – An individual, family, or household that lacks a fixed, regular residence, or has a nighttime residence that is an emergency shelter or institution, and that is without the means to secure and/or maintain affordable, safe shelter.

Household – Any individual, or group of individuals who are living together as one economic unit, for whom residential energy is customarily provided in common or who make undesignated payments for energy in the form of rent, and share a common account.

Incidental Fees – Reconnection charges, deposits, late fees, and other charges from home energy suppliers. This does not include actual cost of energy or fuel.

Indian Per Capita Judgment Payments – Payments made to any tribe or group whose trust relationship with the Federal Government has been terminated and for which Legislation in effect before October 12, 1973 authorized the disposition of its judgment funds.

Heat included in rent– Renters who's heating costs are included as an undifferentiated part of their rent payment.

Intake Date –This is the date the application is received and or completed by the local agency pending available funding (As determined by agency).

Life-Threatening – Conditions where there is likelihood of death.

Net Income – Total household income after deductions, from all sources.

Notice of Action – A notice sent to a client and/or vendor that informs of any change or adjustment to the client's application after it was submitted.

OPUS – The web-based data collection system used by energy assistance providers to **process** client data and calculate energy assistance benefits.

Outreach – Any energy assistance, education, or public information efforts that do not require an in-office visit (i.e. Energy assistance or education taking place at temporary or seasonal facilities, in-home efforts, mailings, advertising, and interpretive/translation services).

Payment Receipt – An OPUS generated report that provides important information to an applicant who receives energy assistance.

Payment Type – The category of energy assistance based on eligibility conditions including: Regular, Subsidized, Roomer Boarder, Crisis, Combo, , Fuel, Furnace Repair/Replacement, and Supplemental Payments.

Personal Income – Irregular income from occasional sources such as yard work, child care, collecting

cans/bottles, and donating blood.

Program Year – Program year for LIHEAP and OEAP refers to the funding period beginning on October 1st and ending on September 30th of the following year.

Regular Assistance – The standard energy assistance payment determined by OPUS or from the payment matrix for an eligible household.

Reverse Mortgage – A mortgage in which a homeowner, usually an elderly or retired person, borrows money in the form of annual payments which are charged against the equity of the home.

Roomer – A roomer/boarder is a person who rents a room from the building owner. A roomer/boarder does not have a separate site address from other occupants of the building—however, a roomer/boarder does not share in providing, or being provided for, the necessities of life (e.g. food, living costs) with other residents of the structure.

Subsidized Payment – A reduced regular payment based on the Benefit Matrix (See Section Five). Many residents of subsidized housing receive a utility allowance that is intended to cover a portion of their utility costs. This utility allowance provides the basis for a reduced energy assistance payment.

Tribal per capita payments from casinos – Casino profits paid by a tribe directly to enrolled tribal members.

Vendor – A company who delivers fuel in bulk, such as oil, liquid gas, wood, pellet, etc., or provides electricity or natural gas continuously via wire or pipes. The terms Home Energy Supplier and vendor are used interchangeably.

Voided Application – An application that has been determined to be incomplete, in error, or withdrawn after it has been signed by an intake worker.

Energy Burden Table

Applicant Heat Situation	Energy Burden?	Rationale	Type of Payment	Documentation	
Applicant pays a vendor directly for utilities	**Yes**	**HH Energy bills will rise and fall with market.**	Regular, Paid to Vendor(s)	Utility Bill	
Heat included in rent (non-subsidized)	Yes	HH Rent may increase with an increase in Energy Costs	Regular, Paid to Applicant(s) or Landlord	Landlord Letter or Rental Agreement	
Applicant lives in Subsidized Housing and heat is included in rent.	No	HH Rent and HH Energy Bill will not increase with an increase in Energy Costs	--	--	
Applicant lives in Subsidized Housing and pays a vendor directly for utility costs (receives a utility allowance).	Yes (partial)	HH energy costs will rise with market, however, should be offset by decrease in HH rent	Subsidized, Paid to Vendor(s)	Utility Bill, Subsidized Housing Contract	**It should be assumed that all residents of subsidized housing have a utility allowance and should be given a subsidized payment unless documented otherwise.**
Applicant lives in Subsidized Housing and pays a landlord for utility costs (receives a utility allowance).	Yes (partial)	HH energy costs will rise with market, however, should be offset by decrease in HH rent	Subsidized, Paid to Applicant(s) or Landlord under Contract	Landlord Letter, Subsidized Housing Contract	
Applicant lives in Subsidized Housing and pays a vendor directly for all utility costs **and does not receive a utility allowance**.	Yes	HH Energy bills will rise and fall with market	Regular, Paid to Vendor(s)	Utility Bill, Subsidized Housing Contract	
Applicant lives in Subsidized Housing and pays the landlord for all utility costs based on usage **and does not receive a utility allowance** *(this is rare).*	Yes	HH Energy bills will rise and fall with market	Regular, Paid to Applicant(s) or Landlord under Contract	Landlord Letter, Subsidized Housing Contract	

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A

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