

ATTACHMENT 3

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

DETAILED MODEL PLAN

PUBLIC LAW 97-35, AS AMENDED

FISCAL YEAR (FY) 2015

GRANTEE HAWAII

EIN: 1-9960001081-A6

ADDRESS DEPARTMENT OF HUMAN SERVICES

BESSD/FAP/LIHEAP

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PLEASE CHECK ONE: TRIBE  STATE  INSULAR AREA

Department of Health and Human Services  
Administration for Children and Families  
Office of Community Services  
Washington, DC 20447

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01

OMB Approval No. 0970-0075

Expiration Date: 04/30/2014

THE PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13)

Use of this model plan is optional. However, the information requested is required in order to receive a Low Income Home Energy Assistance Program (LIHEAP) grant in years in which the grantee is not permitted to file an abbreviated plan. Public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

Assurances

The  State of Hawaii  agrees to:  
(Grantee Name)

(1) use the funds available under this title to--

(A) conduct outreach activities and provide assistance to low income households in meeting their home energy costs, particularly those with the lowest incomes that pay a high proportion of household income for home energy, consistent with paragraph (5);

(B) intervene in energy crisis situations;

(C) provide low-cost residential weatherization and other cost-effective energy-related home repair; and

(D) plan, develop, and administer the State's program under this title including leveraging programs,

and the State agrees not to use such funds for any purposes other than those specified in this title;

(2) make payments under this title only with respect to--

(A) households in which one or more individuals are receiving--

(i) assistance under the State program funded under part A of title IV of the Social Security Act;

(ii) supplemental security income payments under title XVI of the Social Security Act;

(iii) food stamps under the Food Stamp Act of 1977; or

(iv) payments under section 415, 521, 541, or 542 of title 38, United States Code, or under section 306 of the Veterans' and Survivors' Pension Improvement Act of 1978; or

(B) households with incomes which do not exceed the greater of—

(i) an amount equal to 150 percent of the poverty level for such State; or

(ii) an amount equal to 60 percent of the State median income;

except that a State may not exclude a household from eligibility in a fiscal year solely on the basis of household income if such income is less than 110 percent of the poverty level for such State, but the State may give priority to those households with the highest home energy costs or needs in relation to household income.

(3) conduct outreach activities designed to assure that eligible households, especially households with elderly individuals or disabled individuals, or both, and households with high home energy burdens, are made aware of the assistance available under this title, and any similar energy-related assistance available under subtitle B of title VI (relating to community services block grant program) or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;

(4) coordinate its activities under this title with similar and related programs administered by the Federal Government and such State, particularly low-income energy-related programs under subtitle B of title VI (relating to community services block grant program), under the supplemental security income program, under part A of title IV of the Social Security Act, under title XX of the Social Security Act, under the low-income weatherization assistance program under title IV of the Energy Conservation and Production Act, or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;

(5) provide, in a timely manner, that the highest level of assistance will be furnished to those households which have the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size, except that the State may not differentiate in implementing this section between the households described in clauses 2(A) and 2(B) of this subsection;

(6) to the extent it is necessary to designate local administrative agencies in order to carry out the purposes of this title, to give special consideration, in the designation of such agencies, to any local public or private nonprofit agency which was receiving Federal funds under any low-income energy assistance program or weatherization program under the Economic Opportunity Act of 1964 or any other provision of law on the day before the date of the enactment of this Act, except that—

(A) the State shall, before giving such special consideration, determine that the agency involved meets program and fiscal requirements established by the State; and

(B) if there is no such agency because of any change in the assistance furnished to programs for economically disadvantaged persons, then the State shall give special consideration in the designation of local administrative agencies to any successor agency which is operated in substantially the same manner as the predecessor agency which did receive funds for the fiscal year preceding the fiscal year for which the determination is made;

(7) if the State chooses to pay home energy suppliers directly, establish procedures to --

(A) notify each participating household of the amount of assistance paid on its behalf;

(B) assure that the home energy supplier will charge the eligible household, in the normal billing process, the difference between the actual cost of the home energy and the amount of the payment made by the State under this title;

(C) assure that the home energy supplier will provide assurances that any agreement entered into with a home energy supplier under this paragraph will contain provisions to assure that no household receiving assistance under this title will be treated adversely because of such assistance under applicable provisions of State law or public regulatory requirements; and

(D) ensure that the provision of vendor payments remains at the option of the State in consultation with local grantees and may be contingent on unregulated vendors taking appropriate measures to alleviate the energy burdens of eligible households, including providing for agreements between suppliers and individuals eligible for benefits under this Act that seek to reduce home energy costs, minimize the risks of home energy crisis, and encourage regular payments by individuals receiving financial assistance for home energy costs;

(8) provide assurances that,

(A) the State will not exclude households described in clause (2)(B) of this subsection from receiving home energy assistance benefits under clause (2), and

(B) the State will treat owners and renters equitably under the program assisted under this title;

(9) provide that--

(A) the State may use for planning and administering the use of funds under this title an amount not to exceed 10 percent of the funds payable to such State under this title for a fiscal year; and

(B) the State will pay from non-Federal sources the remaining costs of planning and administering the program assisted under this title and will not use Federal funds for such remaining cost (except for the costs of the activities described in paragraph (16));

(10) provide that such fiscal control and fund accounting procedures will be established as may be necessary to assure the proper disbursement of and accounting for Federal funds paid to the State under this title, including procedures for monitoring the assistance provided under this title, and provide that the State will comply with the provisions of chapter 75 of title 31, United States Code (commonly known as the "Single Audit Act");

(11) permit and cooperate with Federal investigations undertaken in accordance with section 2608;

(12) provide for timely and meaningful public participation in the development of the plan described in subsection (c);

(13) provide an opportunity for a fair administrative hearing to individuals whose claims for assistance under the plan described in subsection (c) are denied or are not acted upon with reasonable promptness; and

(14) cooperate with the Secretary with respect to data collecting and reporting under section 2610.

(15) \* beginning in fiscal year 1992, provide, in addition to such services as may be offered by State Departments of Public Welfare at the local level, outreach and intake functions for crisis situations and heating and cooling assistance that is administered by additional State and local governmental entities or community-based organizations (such as community action agencies, area agencies on aging and not-for-profit neighborhood-based organizations), and in States where such organizations do not administer functions as of September 30, 1991, preference in awarding grants or contracts for intake services shall be provided to those agencies that administer the low-income weatherization or energy crisis intervention programs.

**\* This assurance is applicable only to States, and to territories whose annual regular LIHEAP allotments exceed \$200,000. Neither territories with annual allotments of \$200,000 or less nor Indian tribes/tribal organizations are subject to Assurance 15.**

(16) use up to 5 percent of such funds, at its option, to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance, including needs assessments, counseling, and assistance with energy vendors, and report to the Secretary concerning the impact of such activities on the number of households served, the level of direct benefits provided to those households, and the number of households that remain unserved.

Certification to the Assurances: As Chief Executive Officer, I agree to comply with the sixteen assurances contained in Title XXVI of the Omnibus Budget Reconciliation Act of 1981, as amended.\* By signing these assurances, I also agree to abide by the standard assurances on lobbying, debarment and suspension, and a drug-free workplace.

Signature of the Tribal or Board Chairperson or Chief Executive Officer of the State or Territory.\*\*

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**\* Indian tribes/tribal organizations, and territories with annual regular LIHEAP allotments of \$200,000 or less, are not subject to assurance 15, and thus must only certify to 15 assurances.**

**\*\* If a person other than the Chief Executive Officer of the State or territory, or Tribal Chairperson or Board Chairperson of a tribal organization, is signing the certification to the assurances, a letter must be submitted delegating such authority. (PLEASE ATTACH DELEGATION of AUTHORITY.) The delegation must include authority to sign the assurances, not just to administer the program.**

**\*\*\* HHS needs the EIN (Entity Identification Number) of the State, territory or Tribal agency that is to receive the grant funds before it can issue the grant.**

In the above assurances which are quoted from the law, "State" means the 50 States, the District of Columbia, an Indian Tribe or Tribal Organization, or a Territory; "title" of the Act refers to Title XXVI of the Omnibus Budget Reconciliation Act of 1981 (OBRA), as amended, the "Low Income Home Energy Assistance Act"; "section" means Section 2605 of OBRA; and, "subsection" refers to Section 2605(b) of OBRA.

statutory  
references

2605(a)

2605(b)(1) → Please check which components you will operate under the LIHEAP program.  
(Note: You must provide information for each component designated here as requested elsewhere in this plan.)

Dates of Operation

(use of  
funds)

<u>X</u> heating assistance	June 2, 2014 – June 30, 2014
<u>    </u> cooling assistance	_____
<u>X</u> crisis assistance	Oct 1, 2015 – Sept 30, 2016
<u>    </u> weatherization assistance	_____

2605(c)(1)(C) → Please estimate what amount of available LIHEAP funds will be used for each component that you will operate: **The total of all percentages must add up to 100%.**

(use of  
funds)

65 % heating assistance  
     % cooling assistance  
15 % crisis assistance

2605(k)(1)      % weatherization assistance

10 % carryover to the following fiscal year

2605(b)(9) 10 % administrative and planning costs

2605(b)(16)      % services to reduce home energy needs  
including needs assessment (assurance 16)

     % used to develop and implement leveraging activities (limited to the greater of 0.08% or \$35,000 for States, the greater of 2% or \$100 for territories, tribes and tribal organizations).

100 **TOTAL**

statutory  
references

2605(c)(1)(C)

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

(alternate use  
of crisis assistance  
funds)

- heating assistance
- cooling assistance
- weatherization assistance
- Other(specify):

➔Do you accept applications for energy crisis assistance at sites that are geographically accessible to all households in the area to be served? (This is required by the statute.)

Yes  No

2605(b)(2)  
2605(c)(1)(A)

➔What are your maximum eligibility limits?  
(Please check the components to which they apply.)  
**Current year guidelines must be used.**

(eligibility)

- 150% of the poverty guidelines:  
heating  cooling  crisis  wx
- 125% of the poverty guidelines:  
heating  cooling  crisis  wx
- 110% of the poverty guidelines:  
heating  cooling  crisis  wx
- 60% of the State's median income:  
heating  cooling  crisis  wx
- Other (specify for each component)

Households automatically eligible if one person is receiving  
 TANF,  SSI,  SNAP,  Certain means-tested  
Veterans programs (heating  cooling  crisis  wx

statutory  
references

2605(c)(1)(A)            →Do you have additional eligibility requirements for:  
2605(b)(2)            HEATING ASSISTANCE  X  Yes        No)  
(eligibility)

**ADDITIONAL ELIGIBILITY REQUIREMENTS:**

1. Households must provide verification of a current utility expense from a P.U.C. regulated company and proof of residence. Applications must be submitted by the person whose name appears on the utility bill or the applicant must provide written authorization, from the individual whose name is printed on the bill, to act on their behalf. The applicant must be the person who is responsible for paying the cost of energy for the household.
2. When payment for energy undesignated in the form of rent, the household shall submit a current utility bill and a bonafide rental or lease agreement or Hawaii Housing Authority statement for the address listed on the utility bill.
3. Identification of all adults in the household is required. If the utility bills are not in the applicant's name, identification of the individual on the utility bill will be required; unless the provider is Hawaii Housing Authority or any other known private vendor; i.e. Hale Mahaolu.
4. Applicant and household members older than 1 year old must provide and verify their social security numbers.
5. All adult members must sign the application.
6. Applicant and household members must be a U.S. citizen or "qualified alien" as defined in section 431 of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA).
7. Households must declare and provide verification of annual income in a reasonable amount greater than their expenditures for the same period. The contracted provider shall assist the household to develop the verification.
8. Households must keep their utility account active at the utility company for which they are requesting assistance until the day the utility company posts the credit to their account. If for any reason the utility company cannot locate or identify an active account for the household in its computer files, assistance shall not be issued and the household shall be ineligible for assistance.
9. All applications must be submitted by the last date of the application period.
10. Households shall not be entitled to apply for more than one LIHEAP payment (crisis or energy credit) per federal fiscal year.
11. Applicant and other adult members have been sanctioned for misrepresenting their household's circumstances that resulted in a household's ineligibility for one federal

**fiscal year. Household circumstances include but are not limited to household size, income and citizenship.**

→Do you use: Yes No  
Assets test? \_\_\_\_\_ X

→Do you give priority in eligibility to:  
Elderly? \_\_\_\_\_ X  
Disabled? \_\_\_\_\_ X  
Young children? \_\_\_\_\_ X  
Other: \_\_\_\_\_ \_\_\_\_\_  
(If Yes, please describe)

statutory  
references

2605(c)(1)(A)  
2605(b)(2)

→Do you have additional eligibility requirements for:  
**COOLING ASSISTANCE** (\_\_\_\_ Yes \_\_\_\_ No)

(eligibility)

→Do you use: Yes No

Assets test? \_\_\_\_\_

→Do you give priority in eligibility to:

Elderly? \_\_\_\_\_

Disabled? \_\_\_\_\_

Young children? \_\_\_\_\_

Other: \_\_\_\_\_  
(If Yes, please describe)

statutory  
references

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

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

(eligibility)

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

1. Households shall provide a current shut-off notice from a P.U.C. regulated company as well as documented verification that as of the date of application the household resides at the service address on the shut-off notice.
2. Applications must be submitted by the person whose name appears on the utility bill or the applicant must provide written authorization, from the individual whose name is printed on the bill, to act on their behalf. The applicant must be the person who is responsible for paying the cost of energy for the household.
3. Identification of all adults in the household is required. If the utility bills are not in the applicant's name, identification of the individual on the utility bill will be required; unless the provided is Hawaii Housing Authority or any other known private vendor; i.e. Hale Mahaolu.
4. Applicant and all household members, older than 1 year old must provide and verify their social security numbers.
5. All adult members must sign the application.

6. Applicant and household members must be a U.S. citizen or “qualified alien” as defined in section 431 of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA).
7. Households must declare and provide verification of annual income in a reasonable amount greater than their expenditures for the same period. The community action provider shall assist the household to develop the verification.
8. The household must have an approved payment plan with the Utility Company for any outstanding balance in excess of HIHEAP’s maximum payment.
9. The Utility Company agrees to restore power to the current residence if crisis assistance is issued.
10. The household shall not be entitled to apply for more than one (crisis or energy credit) LIHEAP payment per federal fiscal year.
11. Applicant and other adult household members have not been sanctioned for misrepresenting their household’s circumstances that resulted in a household’s ineligibility for one federal fiscal year. Household circumstances include but are not limited to household size, income and citizenship.

→What constitutes a crisis? (Please describe)

**Utility power at the household’s current residence has been terminated within 30 days of application or will terminate within seven days of application because of nonpayment of utility bill.**

#  
#  
#  
#  
#  
#

statutory  
references

2605(c)(1)(A)

→Do you have additional eligibility requirements for:  
**WEATHERIZATION** (\_\_\_ Yes \_\_\_ No)

(eligibility)

→Do you use: Yes No

Assets test? \_\_\_\_\_

Priority groups? (Please list) \_\_\_\_\_

→Are you using Department of Energy (DOE) Low  
Income Weatherization Assistance Program  
(LIWAP) rules to establish eligibility or to establish  
priority eligibility for households with certain  
characteristics? \_\_\_\_\_

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

statutory  
references

2605(b)(3)  
2605(c)(3)(A)  
  
(outreach)

➔ Please check the outreach activities that you conduct that are designed to assure that eligible households are made aware of all LIHEAP assistance available:

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

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

publish articles in local newspapers or broadcast media announcements.

include inserts in energy vendor billings to inform individuals of the availability of all types of LIHEAP assistance.

make mass mailing to past recipients of LIHEAP.

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

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

other (Please specify):

**Send LIHEAP flyers to agencies that assist the elderly and disabled individuals with information on the start of LIHEAP and program requirements.**

**Provide flyers and information to all agencies who provide assistance to the needy. (Hospitals, Non-profit organizations)**

**Provide information to agencies who produce newsletters.**

**In remote areas, contracted community agencies who will go door to door educating individuals on LIHEAP and its benefits encouraging them to apply for the program.**

statutory  
references

2605(b)(4)

→ Please describe how you will assure that LIHEAP is coordinated with similar and related programs. The description provided applies to all components unless specifically noted.

(coordination)

**Grantee coordinates LIHEAP with SNAP; TANF, SSI, and low-income weatherization programs. These programs are encouraged to inform, educate, and refer customers to LIHEAP. Community action provider agencies refer and coordinate with other existing federal, state and local low-income home energy related programs to share data when not prohibited by law for LIHEAP.**

2605(b)(5)

2605(b)(2)

2605(b)(8A)

→ The statute requires that there be no difference in the treatment of households eligible because of their income and those eligible because they receive benefits under TANF, Food Stamps, SSI, or certain means-tested veterans programs ("categorically eligible"). How do you ensure there is no difference when determining eligibility and benefit amounts? This applies to all components unless specifically noted below.

(benefit  
levels)

**There is no differentiation between income eligible and categorical eligible households in setting of payment amounts. In crisis assistance, payment is issued according to the alleviation amount as verified by the utility company to restore service, with the same maximum payment for both groups. For heating assistance, households with the lowest poverty levels of income receive the highest payments without consideration of categorical status.**

**To provide relief to verify income for LIHEAP categorical households; the state assigns the amount of annual income equal to welfare grant amounts and the SNAP income limits.**

statutory  
references

**HEATING COMPONENT**

2605(b)(5) → Please check the variables you use to determine your benefit levels (check all that apply):

(determination  
of benefits)

- income
- family (household) size
- home energy cost or need
  - fuel type
  - climate/region
  - individual bill
  - dwelling type
  - energy burden  
(% of income spent on home energy)
  - energy need
  - other (describe)

**Households not in public /subsidized housing; are assigned an additional vulnerability point when the household consist of a child 5 or younger or an adult 60 years old or older or a disabled individual.**

2605(b)(5)  
2605(c)(1)(B) → Describe how you will assure that the highest benefits go to households with the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size.  
(benefit levels) Please describe benefit levels or attach a copy of your payment matrix.

**Benefit level for households in public/subsidized housing will be based on their household size as follows:**

<b>Household size 1-2</b>	<b>\$350*</b>
<b>Household size 3-5</b>	<b>\$400*</b>
<b>Household size 6 or more</b>	<b>\$500*</b>

**\*Benefits are subject to change in the event federal appropriations are increased or decreased.**

**Benefit levels for household not in public/subsidized housing are varied according to points assigned to households based on three income levels; three levels of household size; two levels of regions; energy burden; and vulnerability of household members.**

- 1 point: Income up to 50% of FPL**
- 2 points: Income up to 100% of FPL**

**3 points: Income up to 150% of FPL.**

**Household size:**

**1 point: 1-2 Individuals**

**2 points: 3-5 Individuals**

**3 points: 6 Individuals or more**

**Regions: (Gas prices on Neighbor Islands are much higher than on Oahu)**

**1 point: Oahu**

**2 points: Kauai, Maui, Molokai, Lanai, Hawaii**

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

Yes  No If Yes, please describe.

statutory  
references

2605(b)(5)  
2605(c)(1)(B)

**COOLING COMPONENT**

➔ Please check the variables you use to determine your benefit levels (check all that apply):

(determination  
of benefits)

- income
- family (household) size
- home energy cost or need
  - fuel type
  - climate/region
  - individual bill
  - dwelling type
  - energy burden  
(% of income spent on home energy)
  - energy need
  - other (describe)

2605(b)(5)  
2605(c)(1)(B)

➔ Describe how you will assure that the highest benefits will go to households with the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size. Please describe benefit levels or attach a copy of your payment matrix.

(benefit  
levels)

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

Yes  No If Yes, please describe.

statutory  
references

2605(b)(5)  
2605(c)(1)(B)

**CRISIS COMPONENT**

(determination  
of benefits)

➔How do you handle crisis situations?

X  separate component \_\_\_\_\_ other (please explain)

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

X  amount to resolve crisis, up to maximum

\_\_\_\_\_ other (please describe)

(benefit  
levels)

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

heating            \$ \_\_\_\_\_ maximum benefit

cooling            \$ \_\_\_\_\_ maximum benefit

year-round        \$ 350 maximum benefit

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

Yes  X  No If Yes, please describe.

statutory  
references

2605(b)(5)  
2605(c)(1)  
(B) & (D)

**WEATHERIZATION & OTHER ENERGY RELATED  
HOME REPAIR AND IMPROVEMENTS**

➔What LIHEAP weatherization services/materials do you provide?  
(Check all categories that apply.)

(types of  
assistance)

- Weatherization needs assessments/audits.
- Caulking, insulation, storm windows, etc.
- Furnace/heating system modifications/repairs
- Furnace replacement
- Cooling efficiency mods/repairs/replacement
- Other (Please describe)

(benefit  
levels)

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

If Yes, what is the maximum amount? \$\_\_\_\_\_

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

(types of  
rules)

- Entirely under LIHEAP (not DOE) rules
- Entirely under DOE LIWAP rules
- Mostly under LIHEAP rules with the following DOE LIWAP rule(s)  
where LIHEAP and LIWAP rules differ (Check all that apply):

Weatherize buildings if at least 66% of units (50% in 2- &  
4-unit buildings) are eligible units or will become eligible within  
180 days

Weatherize shelters temporarily housing primarily low  
income persons (excluding nursing homes, prisons, and similar  
institutional care facilities).

Other (Please describe)

Mostly under DOE LIWAP rules, with the following  
LIHEAP rule(s) where LIHEAP and LIWAP rules differ (Check  
all that apply.)

Weatherization not subject to DOE LIWAP maximum  
statewide average cost per dwelling unit.

Other (Please describe.)

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

- county welfare offices
  - community action agencies (weatherization component only)
  - community action agencies (heating, cooling or crisis)
  - charitable organizations
  - not applicable (i.e. state energy office)
  - tribal office
  - other, describe:
- (agency designation)

→ Have you changed local administering agencies from last year?  
 Yes  No

If Yes, please describe how you selected them.

→ What components are affected by the change?

2605(c)(1)(E) → Please describe any additional steps (other than those described elsewhere in this plan) that will be taken to target assistance to households with high home energy burdens. **(This applies to all components. If all steps to target households with high home energy burdens are described elsewhere in the plan, no further information is required here.)**

(targeting of assistance) N/A

statutory  
references

2605(b)(7)  
(energy  
suppliers)

→Do you make payments directly to home energy suppliers?

Heating  Yes  No

Cooling  Yes  No

Crisis  Yes  No

If Yes, are there exceptions?  Yes  No

If Yes, please describe.

2605(b)(7)(A)

→If you make payments directly to home energy suppliers, how do you notify the client of the amount of assistance paid? (Please describe)

**When the State forwards the payment to the Utility Company, a notice of disposition is sent to inform the household of the amount sent to the Utility Company on their behalf. It also advises the household to confirm the payment applied to their accounts by reviewing their next utility bill.**

2605(b)(7)  
(B) & (C)

→How do you make sure the home energy supplier performs what is required in this assurance? If vendor agreements are used, they may be attached. Indicate each component for which this description applies.

**For both components, heating and crisis, memorandums of Agreements (MOA) are established with the 5 Public Utility Companies (PUC) supplying residential energy in Hawaii. Utility Companies use standard accounting payment processing systems for subscriber accounts, assuring payments are posted against utility expenses with available balances for the following month's bill. The Utility Companies must also make staff available to assist LIHEAP customers with balance inquiries. The MOA also states that no LIHEAP household is neither treated adversely nor be discriminated against in cost of goods or services provided. Notices**

**sent to eligible households inform them of their benefit amount. If the benefit amount is different from the credited amount the name and phone number of the LIHEAP agencies are listed on the notice for inquiries.**

statutory  
references

2605(b)(8)(B) → Is there any difference in the way owners and renters are treated? If Yes, please describe.

(owners  
and  
renters)

**HEATING ASSISTANCE**

\_\_\_\_\_ Yes  X  No

**COOLING ASSISTANCE**

\_\_\_\_\_ Yes \_\_\_\_\_ No

**CRISIS ASSISTANCE**

\_\_\_\_\_ Yes \_\_\_\_\_ No

**WEATHERIZATION**

\_\_\_\_\_ Yes \_\_\_\_\_ No

statutory  
references

2605(b)(10)

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

(program,  
monitoring,  
and audit)

**Community action provider agencies electronically submit names of eligible households to the state LIHEAP office. These files are merged into a state file for additional checks to identify any duplicate case files. After all checks are completed a listing of all eligible customers are sent to the Department's fiscal office and the state Department of Budget and Finance Office for processing.**

**The Department of Human Services fiscal office follows standard accounting procedures for all federal programs, including LIHEAP. The office uses state accounting manuals of the Department of Accounting and General Services and the statewide Financial Accounting and Management Information System (FAMIS).**

**LIHEAP is also subject to state single audits.**

**The Department's accounting staff is not part of LIHEAP. They also tract expenditures and cost allocations.**

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

**LIHEAP managers in all community agencies are required to review cases for accuracy.**

**Cases from each community agency are reviewed to ensure compliance with all applicable policies and procedures, along with accurate payments.**

**The computer program calculates credits according to the household circumstances that are entered into the system by the community agency staff. The program also prevents duplication of utility accounts and household members. It will also identify error-prone cases that require follow up by both the community agencies and the coordinator.**

**All subscribers names and account numbers are sent to the Utility Companies for validation before final payment is processed.**

➔How is your LIHEAP program audited?

Under the Single Audit Act?  X  Yes      No

If not, please describe:

For States and Territories:

➔Is there an annual audit of local administering agencies?  X  Yes

No

If not, please explain.

statutory  
references

2605(b)(12)

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

(timely and  
meaningful  
public  
partici-  
pation)

**The Department of Human Services provides for public participation by soliciting input from community action providers, energy vendors and by holding public hearings.**

2605(a)(2)

➔Did you conduct public hearings on the proposed use and distribution of your LIHEAP funds? When and where?

Yes  No

**(Not required for Tribes and tribal organizations)**

(public  
hearings)

**Oahu August 7, 2014**

statutory  
references

2605(b)(13)

(administrative  
hearings)

→ Describe your administrative hearing procedures for households whose applications are denied or not acted on in a timely manner. When are applicants informed of these rights?

**Administrative Hearing rights are on all notices of approval and denials.**

→ Denials

**The Department of Human Services provides an opportunity for an administrative hearing to individuals who are dissatisfied with the actions taken on their application. This would include those whose claims for assistance are denied or who claim their application was not acted upon in a timely manner. The procedures for requesting a hearing is as follows:**

- 1. All applicants are notified of their right to file an appeal on their notice of approval or denial.**
- 2. Applicants must submit a written request for hearing within 60 days of their approval or denial notice.**
- 3. All requests for hearings are reviewed along with the case record to ensure proper action was taken on the case.**
- 4. A pre-hearing conference may be held. The pre-hearing conference is an informal proceeding between the applicant and the HIEAP Coordinator or the community action provider. The applicant may authorize a representative to assist in the pre-hearing conference. If the issues are not resolved a hearing will be scheduled.**
- 5. A written report of the issue and the events that lead up to the hearing is prepared. This report is sent to the claimant with their scheduled appointment for a hearing.**
- 6. The hearing decision may be appealed to the circuit court**

→ Applications Not Acted On In a Timely Manner

**Process is the same as noted under Denials.**

statutory  
references

2605(b)(15)

**For States and Puerto Rico only** (not applicable to Tribes and tribal organizations, or to territories whose annual regular LIHEAP allotments are \$200,000 or less):

➔ Does the State agency that administers the following LIHEAP component also administer the State's welfare program?

**NO.**

**LIHEAP Coordinator is administratively attached to the Department of Human Services the Benefits Employment and Support Services Division (BESSD) that is also responsible for the State's welfare program. LIHEAP's policies and procedures are developed by the LIHEAP Coordinator and the intake of applications and eligibility is completed by community agencies on each island.**

(alternate  
outreach  
and intake)

**HEATING ASSISTANCE**

  X   Yes        No

If Yes, describe alternate process for outreach and intake:

**Contracted community agencies provide information about the energy assistance program including basic eligibility rules, assist applicants in completing the application, copy all required verifications and documentation, and make provisions for applicants who are homebound to receive the same services utilizing home visits. Community agencies will make arrangements with Senior Centers and Community Centers to intake applications on site.**

**COOLING ASSISTANCE**

       Yes        No

If Yes, describe alternate process for outreach and intake:

**CRISIS ASSISTANCE**

Yes  No

If Yes, describe alternate process for outreach and intake:

**Contracted community agencies provide information about the energy assistance program including basic eligibility rules, assist applicants in completing the application, copy all required verifications and documentation, and make provisions for applicants who are housebound to receive the same services utilizing home visits. Community agencies will make arrangements with Senior Centers and Community Centers to intake applications on site.**

statutory  
references

2605(b)(16)

→ Do you use LIHEAP funds to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance? (This assurance refers to activities such as needs assessments, counseling, and assistance with energy vendors.)

Yes  No

If Yes, please describe these activities.

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

statutory  
references

2607A

(leveraging)

→ Please describe leveraging activities planned for the fiscal year. **(This entry is optional.)\*** Complete this entry if you plan to apply for LIHEAP leveraging incentive funds and to include in your leveraging report resources/benefits provided to low income households this fiscal year under criterion (iii) in 45 CFR 96.87(d)(2). Provide the following information for each:

- (1) Identify and described each resource/benefit;
- (2) Identify the source(s) of each resource; and
- (3) Describe the integration/coordination of each resource/benefit with the LIHEAP program, consistent with 1 or more of conditions A-H in 45 CFR 96.87(d)(2)(iii).

\* Leveraged resources/benefits that are counted under criterion (iii) in 45 CFR 96.87(d)(2) must be identified and described in the grantee's LIHEAP plan and distributed as indicated in the plan. In addition, leveraging resources/benefits that are counted under criterion (ii) must be carried out under one or more components of the grantee's regular LIHEAP program.

statutory  
references

2605(b)

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

(performance)  
goals and  
measures)

## ADDITIONAL CERTIFICATIONS AND REQUIREMENTS

Attached are additional certifications required as follows:

- \* **Lobbying certification**, which must be filed by all States and territories. If applicable, Form LLL, which discloses lobbying payments, must be submitted. **(Tribes and tribal organizations are EXEMPT.)**
- \* **Debarment and suspension certification**, which must be filed by all grantees.
- \* **Drug-free workplace requirement certification**, which must be filed by all grantees, unless the grantee has filed a statewide certification with the Department of Health and Human Services. **STATES ONLY:** If you have filed a statewide certification for the drug-free workplace requirement, please check here: X
- \* One of the requirements included in the 1994 reauthorization of the statute is that state grantees must include in their annual application for funds a report on the number and income levels of households applying for and receiving LIHEAP assistance, and on the number of recipient households that have members who are elderly, disabled, or young children.  
  
**All Tribes and those territories with allotments of less than \$200,000** need only submit data on the number of households served by each component (heating, cooling, weatherization and crisis). The approval for the collection of information contained in the **LIHEAP Household Report** is covered by OMB approval number 0970-0060.
- \* Though not a part of this application, the report on funds to be carried over or available for reallocation as required by section 2607(a) for the preceding year must be submitted by August 1 of each year. A grant award for the current fiscal year may not be made until the carryover/reallocation report is received. The approval for the collection of information contained in the **LIHEAP Carryover and Reallocation Report** is covered by OMB approval number 0970-0106.