

DETAILED MODEL PLAN (LIHEAP)

Program Name: Low Income Home Energy Assistance

Grantee Name: DEPARTMENT OF HUMAN SERVICES HAWAII

Report Name: DETAILED MODEL PLAN (LIHEAP)

Report Period: 10/01/2025 to 09/30/2026


Report Status: Submitted with Warnings

Report Sections

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Mandatory Grant Application SF-424

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES ADMINISTRATION FOR CHILDREN AND FAMILIES		August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01 OMB Clearance No.: 0970-013 Expiration Date: 02/28/2027							
LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY									
* 1.a. Type of Submission: <input checked="" type="radio"/> Plan	* 1.b. Frequency: <input checked="" type="radio"/> Annual	* 1.c. Consolidated Application/ Plan/Funding Request? Explanation:	* 1.d. Version: <input checked="" type="radio"/> Initial <input type="radio"/> Resubmission <input type="radio"/> Revision <input type="radio"/> Update						
		2. Date Received:	State Use Only:						
		3. Applicant Identifier:							
		4a. Unique Entity Identifier (UEI) F5SRLH4ZQGM4	5. Date Received By State:						
		4b. Federal Award Identifier:	6. State Application Identifier:						
7. APPLICANT INFORMATION									
* a. Legal Name: State of Hawaii									
* b. Address:									
* Street 1:	P.O. BOX 339	Street 2:							
* City:	HONOLULU	County:							
* State:	HI	Province:							
* Country:	United States	* Zip / Postal Code:	95809 - 0339						
c. Organizational Unit:									
Department Name: Human Services		Division Name: Benefit, Employment, and Support Services							
d. Name and contact information of person to be contacted on matters involving this application: (person will be listed on Notice of Funding Awards and on the U.S. Department of Health and Human Services' LIHEAP contact list webpage)									
* First Name: Kelli		* Last Name: Kilmartin							
Title: Eligibility Program Specialist V(TA)		Organizational Affiliation: Hawaii Dept. of Human Services							
* Telephone Number: (808)586-5734		Fax Number (808)586-5744							
* Email: KKilmartin@dhs.hawaii.gov									
* 8. TYPE OF APPLICANT: A: State Government									
* a. Is the applicant a Tribal Consortium: <input type="radio"/> Yes <input checked="" type="radio"/> No									
* b. If yes please attach at least one the following documentation:									
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;"></td> <td style="width: 33%; text-align: center;"> Catalog of Federal Domestic Assistance Number: </td> <td style="width: 33%; text-align: center;"> CFDA Title: </td> </tr> <tr> <td style="padding: 5px;">9. CFDA Numbers and Titles</td> <td style="padding: 5px;">93.568</td> <td style="padding: 5px;">Low-Income Home Energy Assistance Program</td> </tr> </table>					Catalog of Federal Domestic Assistance Number:	CFDA Title:	9. CFDA Numbers and Titles	93.568	Low-Income Home Energy Assistance Program
	Catalog of Federal Domestic Assistance Number:	CFDA Title:							
9. CFDA Numbers and Titles	93.568	Low-Income Home Energy Assistance Program							
10. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: Hawaii Home Energy Assistance Program (H-HEAP)									
11. AREAS AFFECTED BY FUNDING: State of Hawaii									
12. CONGRESSIONAL DISTRICTS OF APPLICANT: 01									
13. FUNDING PERIOD:									
a. Start Date: 10/01/2025		b. End Date 09/30/2026							
* 14. IS SUBMISSION SUBJECT TO REVIEW BY STATE UNDER EXECUTIVE ORDER 12372 PROCESS?									
a. This submission was made available to the State under Executive Order 12372									

Process for review on:	
b. Program is subject to E.O. 12372 but has not been selected by State for review.	
c. Program is not covered by E.O. 12372.	
*15. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT?	
<input type="radio"/> YES <input checked="" type="radio"/> NO	
If Yes, explain:	
16. By signing this application, I certify (1) to the statements contained in the list of certifications** and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances** and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001) **I Agree <input checked="" type="checkbox"/>	
** The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.	
17a. Typed or Printed Name and Title of Authorized Certifying Official Kelli Kilmartin	17c. Telephone (area code, number and extension) 17d. Email Address KKilmartin@dhs.hawaii.gov
17b. Signature of Authorized Certifying Official 	17e. Date Report Submitted (Month, Day, Year) 09/

Section 1 - Program Components

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
OMB Clearance No.: 0970-013
Expiration Date: 02/28/2027

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN Section 1 - Program Components

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. 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.

Section 1 Program Components

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

1.1 Check which components you will operate under the LIHEAP program. (Note: You must provide information for each component designated here as requested elsewhere in this plan.)		Dates of Operation	
		Start Date	End Date
<input checked="" type="checkbox"/>	Heating assistance	10/01/2025	09/30/2026
<input checked="" type="checkbox"/>	Cooling assistance	10/01/2025	09/30/2026
<input type="checkbox"/>	Summer crisis assistance		
<input type="checkbox"/>	Winter crisis assistance		
<input checked="" type="checkbox"/>	Year-round crisis assistance	10/01/2025	09/30/2026
<input checked="" type="checkbox"/>	Weatherization assistance	10/01/2025	09/30/2026

Provide further explanation for the dates of operation, if necessary

<p>LIHEAP Program Timeline</p> <p>Late September – Distribute policy and forms to Community Action Agencies (CAA) and conduct training for new FFY</p> <p>October 1 - New LIHEAP year begins with year-round Weatherization and Crisis assistance. Weatherization is overseen by the Hawaii DLIR OCS and contracted to the CAA. LIHEAP Crisis assistance and Energy Credit intake is done by CAA.</p> <p>May- CAA staff conduct outreach at housing developments which contain vulnerable households.</p>

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

1.2 Estimate what amount of available LIHEAP funds will be used for each component that you will operate: The total of all percentages must add up to 100%.	Percentage (%)	Prior year totals
Heating assistance	5.00%	5.00%
Cooling assistance	50.00%	50.00%
Summer crisis assistance	0.00%	15.00%
Winter crisis assistance	0.00%	0.00%

Year-round crisis assistance	15.00%	0.00%
Weatherization assistance	10.00%	10.00%
Carryover to the following federal fiscal year	10.00%	10.00%
Administrative and planning costs	10.00%	10.00%
Services to reduce home energy needs including needs assessment (Assurance 16)	0.00%	0.00%
Used to develop and implement leveraging activities	0.00%	0.00%
TOTAL	100.00%	100.00%

Tribal grant recipients: direct-grant tribes, tribal organizations, or territories with allotments of \$20,000 or less may use for planning and administration up to 20% of the funds payable. Grant recipients that are direct grant tribes, tribal organizations, or territories with allotments over \$20,000 may use for planning and administration purposes up to 20% of the first \$20,000 (or \$4,000) plus 10% of the funds payable that exceeds \$20,000. Any administrative costs in excess of these limits must be paid from non-federal sources.

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

<input checked="" type="checkbox"/>	Heating assistance	<input checked="" type="checkbox"/>	Cooling assistance
<input type="checkbox"/>	Weatherization assistance	<input type="checkbox"/>	Other (specify:)

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

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

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

	Heating	Cooling	Crisis	Weatherization
TANF	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
SSI	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
SNAP	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Means-tested Veterans Programs	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No

1.4a. - Provide your definition of categorical eligibility.

“Categorical recipient” means those individuals who are in receipt of assistance under the Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), and/or Temporary Assistance to Needy Families (TANF)/Temporary Assistance to Other Needy Families (TAONF), General Assistance (GA) and Assistance to the Aged, Blind and Disabled (AABD) programs and shall include only:

- SSI recipients certified by the Social Security Administration (SSA) to be in SSI independent living arrangement and certified by the SSA to be eligible on the first day of the month of application.
- SNAP and TANF/TAONF, GA or AABD recipients in the Department’s eligible computer files on the first day of the month of application.
- Households in receipt of Transitional Benefits Alternative (TBA) are not means-tested and are therefore not considered categorical recipients.

1.5 Do you automatically enroll households without a direct annual application? ☐ Yes ☒ No

If Yes, explain:

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

Basic eligibility requirements are the same for all households. There is no differentiation in maximum benefits or point assignments among income-eligible households and categorically eligible households. No difference is made in 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 income-eligible and categorical eligible households.

SNAP Nominal Payments

1.7a Do you allocate LIHEAP funds toward a nominal payment for SNAP households? ☐ Yes ☒ No

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

1.7b Amount of Nominal Assistance: \$0.00

1.7c Frequency of Assistance

<input type="checkbox"/>	Once Per Year
<input type="checkbox"/>	Once every five years
<input type="checkbox"/>	Other - Describe:

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

Determination of Eligibility - Countable Income

1.8. In determining a household's income eligibility for LIHEAP, do you use gross income or net income?			
<input checked="" type="checkbox"/>	Gross Income		
<input type="checkbox"/>	Net Income		
<input type="checkbox"/>	Other - Describe		
1.9. Select all the applicable forms of countable income used to determine a household's income eligibility for LIHEAP			
<input checked="" type="checkbox"/>	Wages		
<input checked="" type="checkbox"/>	Self - Employment Income		
<input checked="" type="checkbox"/>	Contract Income		
<input checked="" type="checkbox"/>	Payments from mortgage or Sales Contracts		
<input checked="" type="checkbox"/>	Unemployment insurance		
<input checked="" type="checkbox"/>	Strike Pay		
<input checked="" type="checkbox"/>	Social Security Administration (SSA) benefits		
	<input checked="" type="checkbox"/>	Including MediCare deduction	<input type="checkbox"/> Excluding MediCare deduction
<input checked="" type="checkbox"/>	Supplemental Security Income (SSI)		
<input checked="" type="checkbox"/>	Retirement / pension benefits		
<input checked="" type="checkbox"/>	General Assistance benefits		
<input checked="" type="checkbox"/>	Temporary Assistance for Needy Families (TANF) benefits		
<input type="checkbox"/>	Loans that need to be repaid		
<input checked="" type="checkbox"/>	Cash gifts		
<input type="checkbox"/>	Savings account balance		
<input checked="" type="checkbox"/>	One-time lump-sum payments, such as rebates/credits, winnings from lotteries, refund deposits, etc.		
<input checked="" type="checkbox"/>	Jury duty compensation		
<input checked="" type="checkbox"/>	Rental income		
<input checked="" type="checkbox"/>	Income from employment through Workforce Investment Act (WIA)		
<input type="checkbox"/>	Income from work study programs		
<input checked="" type="checkbox"/>	Alimony		
<input checked="" type="checkbox"/>	Child support		
<input checked="" type="checkbox"/>	Interest, dividends, or royalties		
<input checked="" type="checkbox"/>	Commissions		
<input checked="" type="checkbox"/>	Legal settlements		
<input checked="" type="checkbox"/>	Insurance payments made directly to the insured		

<input type="checkbox"/>	Insurance payments made specifically for the repayment of a bill, debt, or estimate
<input checked="" type="checkbox"/>	Veterans Administration (VA) benefits
<input checked="" type="checkbox"/>	Earned income of a child under the age of 18
<input type="checkbox"/>	Balance of retirement, pension, or annuity accounts where funds cannot be withdrawn without a penalty.
<input type="checkbox"/>	Income tax refunds
<input checked="" type="checkbox"/>	Stipends from senior companion programs, such as VISTA
<input checked="" type="checkbox"/>	Funds received by household for the care of a foster child
<input checked="" type="checkbox"/>	Ameri-Corp Program payments for living allowances, earnings, and in-kind aid
<input type="checkbox"/>	Reimbursements (for mileage, gas, lodging, meals, etc.)
<input checked="" type="checkbox"/>	Other Adoption Assistance - counted WIC - not counted
<p>If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.</p>	
1.10 Do you have an online application process <input checked="" type="radio"/> Yes <input type="radio"/> No	
1.10a If yes, describe the type of online application (Select all boxes that apply)	
<input checked="" type="checkbox"/>	A PDF version of the application is available online and can be downloaded, filled out and mailed in for processing.
<input type="checkbox"/>	A state-wide online application that allows a customer to complete data entry and submit an application electronically for processing.
<input checked="" type="checkbox"/>	One or more locally available online applications that allows a customer to complete data entry and submit an application electronically for processing.
<input type="checkbox"/>	Online application that is also mobile friendly
<input type="checkbox"/>	Other, please describe
Please include a link(s) to a statewide application, if available: Benefit, Employment & Support Services LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (hawaii.gov)	
1.10b Can all program components be applied for online? <input type="radio"/> Yes <input checked="" type="radio"/> No	
If no, explain which components can and cannot be applied for online. We do not have a means to submit an application online. Application must be printed or emailed for submission.	
1.11 Do you have a process for conducting and completing applications by phone <input checked="" type="radio"/> Yes <input type="radio"/> No	
1.12 Do you or any of your subrecipients require in person appointments in order to apply <input type="radio"/> Yes <input checked="" type="radio"/> No	
If yes, please provide more information regarding why in-person appointments are required and in what circumstances they are required.	
1.13 How can applicants submit documentation for verification? Select all that apply:	
<input checked="" type="checkbox"/>	In-person
<input checked="" type="checkbox"/>	Mail
<input checked="" type="checkbox"/>	Email
<input type="checkbox"/>	Portal application

<input checked="" type="checkbox"/>	Other, please describe
	Drop-off

Hidden for Section 1

Section 2 - HEATING ASSISTANCE

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
OMB Clearance No.: 0970-013
Expiration Date: 02/28/2027

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN Section 2 - Heating Assistance

Section 2 - Heating Assistance

Eligibility, 2605(b)(2) - Assurance 2

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

Add	Household size	Eligibility Guideline	Eligibility Threshold
1	1	State Median Income	60.00%
2	2	State Median Income	60.00%
3	3	State Median Income	60.00%
4	4	State Median Income	60.00%
5	5	State Median Income	60.00%
6	6	State Median Income	60.00%
7	7	State Median Income	60.00%
8	8	State Median Income	60.00%
9	9	State Median Income	60.00%
10	10	State Median Income	60.00%
11	11	HHS Poverty Guidelines	150.00%
12	12	HHS Poverty Guidelines	150.00%
13	13	HHS Poverty Guidelines	150.00%
14	14	HHS Poverty Guidelines	150.00%
15	15	HHS Poverty Guidelines	150.00%

2.2 Do you have additional eligibility requirements for Heating Assistance? ☐ Yes ☒ No

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

Do you require an Assets test? ☐ Yes ☒ No

If yes, describe: Do you have additional/differing eligibility policies for:

Renters? ☐ Yes ☒ No

If yes, describe:

Renters Living in subsidized housing? ☐ Yes ☒ No

If yes, describe:

Renters with utilities included in the rent? ☐ Yes ☒ No

If yes, describe:

Do you give priority in eligibility to:

Older Adults (60 years or older)? ☐ Yes ☒ No

If yes, describe:

Individuals with a disability? ☐ Yes ☒ No

If yes, describe:

Young children? ☐ Yes ☒ No

If yes, describe:

Households with high energy burdens? ☐ Yes ☒ No

If yes, describe:

Other? ☐ Yes ☒ No

If yes, describe:

Explanations of policies for each "yes" checked above:

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

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

Households in elderly and disabled buildings have separate outreach services.. The CAA will do outreach by going to public/subsidized housing buildings. The CAA provide assistance in the application process for the vulnerable and take applications onsite.

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

<input checked="" type="checkbox"/>	Income
<input checked="" type="checkbox"/>	Family (household) size
<input checked="" type="checkbox"/>	Home energy cost or need:
<input type="checkbox"/>	Fuel type
<input checked="" type="checkbox"/>	Climate/region
<input type="checkbox"/>	Individual bill
<input checked="" type="checkbox"/>	Dwelling type
<input checked="" type="checkbox"/>	Energy burden (% of income spent on home energy)
<input checked="" type="checkbox"/>	Energy need
<input checked="" type="checkbox"/>	Other - Describe:

Public/Subsidized Housing – The level of benefits for eligible households in public/subsidized housing will be a flat-rate, determined annually and based on their eligible household size:

Household size 1-2

Household size 3-5

Household size 6 or more

Photovoltaic Systems – The level of benefits for eligible households with photovoltaic systems generating less power than they are consuming will be a flat-rate, determined annually and based on their eligible household size:

Household size 1-2

Household size 3-5

Household size 6 or more

The level of benefits for eligible households not residing in public/subsidized housing or do not have photovoltaic systems shall be based on the total number of points assigned to the household in five categories. Points shall be assigned in the five categories as follows:

1) Income level – percent of the applicant household's gross income is of maximum income limits established by the State for that size household.

Percent of Max Income Limits Points

151% FPL and above 0

101-150% FPL 1

51-100% FPL 2

0-50% FPL 3

2) Household size – the number of eligible persons in the applicant household.

Persons Points

1 to 2 1

3 to 5 2

6 or more 3

3) Region difference – the island of residence of the applicant household.

<u>Region</u>	<u>Points</u>
Oahu	1
Hawaii, Maui, Lanai, Molokai, Kauai	2

4) Vulnerability – applicant household consisting of one or more of the following types of eligible individuals: a child age five and under, a disabled adult, or an adult age 60 and over.	<u>Points</u> 1
5) Energy burden 30% or greater.	<u>Points</u> 1

Benefit Levels, 2605(b)(5) - Assurance 5, 2605(c)(1)(B)			
2.6 Describe estimated benefit levels for the fiscal year for which this plan applies. <i>Please note: the maximum and minimum benefits must be shown in the payment matrix.</i>			
Minimum Benefit	\$375	Maximum Benefit	\$1,400
2.7 Do you provide in-kind (e.g., blankets, space heaters) and/or other forms of benefits? <input type="radio"/> Yes <input checked="" type="radio"/> No			
If yes, describe.			
<p>If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.</p>			

Section 3 - COOLING ASSISTANCE

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
OMB Clearance No.: 0970-013
Expiration Date: 02/28/2027

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN Section 3 - Cooling Assistance

Section 3 - Cooling Assistance

Eligibility, 2605(c)(1)(A), 2605 (b)(2) - Assurance 2

3.1 Designate The income eligibility threshold used for the Cooling component:

Add	Household size	Eligibility Guideline	Eligibility Threshold
1	1	State Median Income	60.00%
2	2	State Median Income	60.00%
3	3	State Median Income	60.00%
4	4	State Median Income	60.00%
5	5	State Median Income	60.00%
6	6	State Median Income	60.00%
7	7	State Median Income	60.00%
8	8	State Median Income	60.00%
9	9	State Median Income	60.00%
10	10	State Median Income	60.00%
11	11	HHS Poverty Guidelines	150.00%
12	12	HHS Poverty Guidelines	150.00%
13	13	HHS Poverty Guidelines	150.00%
14	14	HHS Poverty Guidelines	150.00%
15	15	HHS Poverty Guidelines	150.00%

3.2 Do you have additional eligibility requirements for Cooling assistance? ☐ Yes ☒ No

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

Do you require an Assets test? ☐ Yes ☒ No

If yes, describe:

Do you have additional/differing eligibility policies for:

Renters? ☐ Yes ☒ No

If yes, describe:

Renters Living in subsidized housing? ☐ Yes ☒ No

If yes, describe:

Renters with utilities included in the rent? ☐ Yes ☒ No

If yes, describe:

Do you give priority in eligibility to:

Older Adults (60 years or older)? ☐ Yes ☒ No

If yes, describe:

Individuals with a disability? ☐ Yes ☒ No

If yes, describe:

Young children? ☐ Yes ☒ No

If yes, describe:

Households with high energy burdens? ☐ Yes ☒ No

If yes, describe:

Other? ☐ Yes ☒ No

If yes, describe:															
Explanations of policies for each "yes" checked above:															
3.4 Describe how you prioritize the provision of cooling assistance to vulnerable populations, e.g., benefit amounts, early application periods, etc.															
Households residing in elderly/disabled residences have an early application period. As part of outreach services the CAA go to the residents to take their applications and provide personalized assistance.															
Determination of Benefits 2605(b)(5) - Assurance 5, 2605(c)(1)(B)															
3.5 Check the variables you use to determine your benefit levels. (Check all that apply):															
<input checked="" type="checkbox"/> Income															
<input checked="" type="checkbox"/> Family (household) size															
<input checked="" type="checkbox"/> Home energy cost or need:															
<input type="checkbox"/> Fuel type															
<input checked="" type="checkbox"/> Climate/region															
<input type="checkbox"/> Individual bill															
<input checked="" type="checkbox"/> Dwelling type															
<input checked="" type="checkbox"/> Energy burden (% of income spent on home energy)															
<input checked="" type="checkbox"/> Energy need															
<input checked="" type="checkbox"/> Other - Describe:															
<p>Public/Subsidized Housing – The level of benefits for eligible households in public/subsidized housing will be a flat-rate, determined annually and based on their eligible household size:</p> <p style="margin-left: 40px;">Household size 1-2</p> <p style="margin-left: 40px;">Household size 3-5</p> <p style="margin-left: 40px;">Household size 6 or more</p> <p>Photovoltaic Systems – The level of benefits for eligible households with photovoltaic systems generating less power than they are consuming will be a flat-rate, determined annually and based on their eligible household size:</p> <p style="margin-left: 40px;">Household size 1-2</p> <p style="margin-left: 40px;">Household size 3-5</p> <p style="margin-left: 40px;">Household size 6 or more</p> <p>The level of benefits for eligible households not residing in public/subsidized housing or do not have photovoltaic systems shall be based on the total number of points assigned to the household in five categories. Points shall be assigned in the five categories as follows:</p> <p>1) Income level – percent of the applicant household’s gross income is of maximum income limits established by the State for that size household.</p> <p style="margin-left: 40px;"><u>Percent of Max Income Limits Points</u></p> <table style="margin-left: 40px; border-collapse: collapse;"> <tr> <td style="padding-right: 20px;">151% FPL and above</td> <td>0</td> </tr> <tr> <td>101-150% FPL</td> <td>1</td> </tr> <tr> <td>51-100% FPL</td> <td>2</td> </tr> <tr> <td>0-50% FPL</td> <td>3</td> </tr> </table> <p>2) Household size – the number of eligible persons in the applicant household.</p> <p style="margin-left: 40px;"><u>Persons Points</u></p> <table style="margin-left: 40px; border-collapse: collapse;"> <tr> <td style="padding-right: 20px;">1 to 2</td> <td>1</td> </tr> <tr> <td>3 to 5</td> <td>2</td> </tr> <tr> <td>6 or more</td> <td>3</td> </tr> </table> <p>3) Region difference – the island of residence of the applicant household.</p>		151% FPL and above	0	101-150% FPL	1	51-100% FPL	2	0-50% FPL	3	1 to 2	1	3 to 5	2	6 or more	3
151% FPL and above	0														
101-150% FPL	1														
51-100% FPL	2														
0-50% FPL	3														
1 to 2	1														
3 to 5	2														
6 or more	3														

<u>Region</u>	<u>Points</u>
Oahu	1
Hawaii, Maui, Lanai, Molokai, Kauai	2

4) Vulnerability – applicant household consisting of one or more of the following types of individuals: a child age five and under, a disabled adult, or an adult age 60 and over. Points 1

5) Energy burden 30% or greater. Points 1

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

3.6 Describe estimated benefit levels for the fiscal year for which this plan applies. Please note: the maximum and minimum benefits must be shown in the payment matrix.

Minimum Benefit	\$375	Maximum Benefit	\$1,400
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3.7 Do you provide in-kind (e.g., fans, air conditioners) and/or other forms of benefits? ☐ Yes ☒ No

If yes, describe.

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

Section 4 - CRISIS ASSISTANCE

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
OMB Clearance No.: 0970-013
Expiration Date: 02/28/2027

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN Section 4 - Crisis Assistance

Section 4: CRISIS ASSISTANCE

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

4.1 Designate the income eligibility threshold used for the crisis component

Add	Household size	Eligibility Guideline	Eligibility Threshold
1	1	State Median Income	60.00%
2	2	State Median Income	60.00%
3	3	State Median Income	60.00%
4	4	State Median Income	60.00%
5	5	State Median Income	60.00%
6	6	State Median Income	60.00%
7	7	State Median Income	60.00%
8	8	State Median Income	60.00%
9	9	State Median Income	60.00%
10	10	State Median Income	60.00%
11	11	HHS Poverty Guidelines	150.00%
12	12	HHS Poverty Guidelines	150.00%
13	13	HHS Poverty Guidelines	150.00%
14	14	HHS Poverty Guidelines	150.00%
15	15	HHS Poverty Guidelines	150.00%

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

If you administer multiple crisis assistance programs (winter, summer, and/or year-round), Include all program definitions.

“Crisis” means utility power at the household’s current residence has been or will be terminated within seven days from the date of application due to nonpayment of bill. Applications for crisis assistance are accepted year-round and households are served under the Energy Crisis Intervention (ECI) component. Service to a household in crisis must be restored within 48 hours of ECI approval, or within 18 hours when the household is in a life-threatening crisis leading to the endangerment of life. A life-threatening situation is where an eligible household contains at least one household member with an illness or medical condition that poses an immediate risk due to the loss of the energy source or has a medical condition requiring the use of an energy source to operate a medical device or store medication. Examples include but are not limited to life support, CPAP, nebulizer, and refrigerated medicines.

4.3 What constitutes a life-threatening crisis?

A life-threatening situation is where an eligible household contains at least one household member with an illness or medical condition that poses an immediate risk due to the loss of the energy source or has a medical condition requiring the use of an energy source to operate a medical device or store medication. Examples include but are not limited to life support, CPAP, nebulizer, and refrigerated medicines.

Crisis Requirement, 2604(c)

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

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

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

	Winter Crisis	Summer Crisis	Year-Round Crisis
4.6 Do you have additional eligibility requirements for Crisis Assistance?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

4.7 Check the appropriate boxes below to indicate type(s) of assistance provided

0

Do you require an Assets test?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you give priority in eligibility to:				
Older Adults (60 years or older)?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Individuals with a disability?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Young Children?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Households with high energy burdens?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Specify):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In Order to receive crisis assistance:				
Must the household have received a shut-off notice or have a near empty tank?		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Must the household have been shut off or have an empty tank?		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Must the household have exhausted their regular heating benefit?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Must renters with heating costs included in their rent have received an eviction notice?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Must heating/cooling be medically necessary?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Must the household have non-working heating or cooling equipment?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Specify):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you have additional/differing eligibility policies for:				
Renters?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Renters living in subsidized housing?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Renters with utilities included in the rent?		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Explanations of policies for each "yes" checked above:				
<p>The household shall meet all the following conditions for ECI:</p> <ol style="list-style-type: none"> 1. The household shall submit an application form via in-person; drop-off; mail-in; or when the agency allows, via electronic submission; 2. If the household submits a complete application with all required documents and verification, the application can be reviewed and processed via a desk review by an intake worker; 3. The household shall be interviewed when the application is incomplete or required verification is not submitted; <ol style="list-style-type: none"> 1. The interview can be telephonic to expedite processing time; 2. Missing documents and verification shall be requested via a Pending Notice stating the required documents and due date; 3. Failure to submit required items, conduct the interview, and/or provide pending items shall result in denial of application. 4. The household shall submit a termination notice from the utility company for their residence or verification they are past-due on their rent when rent includes utilities; 5. If service was terminated, submit the final termination bill; 6. The household shall submit verification that they currently reside at the address listed on the termination notice; 7. The household shall submit a current electric bill with usage data; 8. The H-HEAP applicant/household must be paying the utility bill, have their rent include electric/gas, or have electric/gas costs prorated amongst units on a shared meter and owe a share. If the utility bill is paid by a third party not in the household, the household shall not be eligible; 9. Utility power would be restored in the current residence of the eligible household if payment under this section were to be issued; 10. The provider agency shall make arrangements with the utility company to restore service to the household not later than forty-eight hours after the household is determined eligible for ECI, and no later than eighteen hours when the household is in a life-threatening situation. The provider agency shall be responsible to determine whether the situation is life-threatening and notify the utility company of the situation; 11. Payment shall be based upon the amount owed on the final disconnect notice to prevent termination or to restore power, or the household's prorated share of the utility bill if rent includes utilities or the bill is prorated amongst units. The payment is not to exceed the maximum standard as by the State Plan. Payments may include the past due amount, any current outstanding charges, deposits, surcharges, service charges or rental fees, or not to exceed the maximum annual ECI H-HEAP payment amount. Payment amount is subject to change according to increases or reduction of federal appropriations; 12. The household shall be required to meet with a utility company representative to review the account status and work out a payment schedule when the amount required to restore or prevent termination of utility power exceeds the maximum annual ECI H-HEAP payment amount. Once completed, the utility company representative will complete the H-HEAP form authorizing ECI payment; 13. Applicant and adult household members have not been sanctioned for one federal fiscal year for misrepresenting their household's circumstances. Household's circumstances include but are not limited to household composition and/or income; 14. Households shall not qualify for benefits under this section when they are applicants for or have been determined eligible for EC. The provider agency may assist the household in determining this type of assistance being requested. 				
Determination of Benefits				
4.8 How do you handle crisis situations?				
<input checked="" type="checkbox"/>	Separate component			
<input type="checkbox"/>	Benefit Fast Track, no separate amount of crisis funds is issued. Rather benefits are issued to crisis customers within crisis response time frames.			
<input checked="" type="checkbox"/>	Other - Describe: Determine crisis situations by the amount needed to resolve the crisis up to a maximum dollar amount.			

4.9 If you have a separate component, how do you determine crisis assistance benefits?			
<input checked="" type="checkbox"/>	Amount to resolve the crisis. \$700		
<input checked="" type="checkbox"/>	Other - Describe: Payments are based upon the past due amount and any current outstanding charge, not to exceed the maximum of \$700*. This payment does not have any exclusions. If the amount of bill exceeds the maximum payment allowable, the applicant must meet with utility company to work out a payment plan. The utility company must sign an agreement before crisis assistance is approved. *This payment is subject to change according to increases or reductions of federal appropriations. Payments shall be issued to the utility company.		
Crisis Requirements, 2604(c)			
4.10 Do you accept applications for energy crisis assistance at sites that are geographically accessible to all households in the area to be served?			
<input checked="" type="radio"/> Yes <input type="radio"/> No Explain.			
All CAA have offices in various geographic areas to service the households. If needed, the CAA will provide service to the household via a home visit or communicate via telephonic or electronic means.			
4.11 Do you provide individuals who are individuals with a disability the means to:			
Submit applications for crisis benefits without leaving their homes?			
<input checked="" type="radio"/> Yes <input type="radio"/> No			
If No, explain.			
Travel to the sites at which applications for crisis assistance are accepted?			
<input type="radio"/> Yes <input checked="" type="radio"/> No			
If No, explain.			
Staffing and resources of the CAA are limited. Not all can provide transportation for applicants.			
If you answered "No" to both options in question 4.11, please explain alternative means of intake to those who are homebound or physically disabled?			
Benefit Levels, 2605(c)(1)(B)			
4.12 Indicate the maximum benefit for each type of crisis assistance offered.			
Winter Crisis	\$0.00	maximum benefit	
Summer Crisis	\$0.00	maximum benefit	
Year-round Crisis	\$700.00	maximum benefit	
4.13 Do you provide in-kind (e.g. blankets, space heaters, fans) and/or other forms of benefits?			
<input type="radio"/> Yes <input checked="" type="radio"/> No If yes, Describe			
4.14 Do you provide for equipment repair or replacement using crisis funds?			
<input type="radio"/> Yes <input checked="" type="radio"/> No			
If you answered "Yes" to question 4.14, you must complete question 4.15.			
4.15 Check appropriate boxes below to indicate type(s) of assistance provided.			
	Winter Crisis	Summer Crisis	Year-round Crisis
Heating system repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heating system replacement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cooling system repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cooling system replacement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wood stove purchase	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pellet stove purchase	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Solar panel(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Utility poles / gas line hook-ups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (Specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.16 Do any of the utility vendors you work with enforce a moratorium on shut offs?			
<input type="radio"/> Yes <input checked="" type="radio"/> No			
If you responded "Yes" to question 4.16, you must respond to question 4.17.			
4.17 Describe the terms of the moratorium and any special dispensation received by LIHEAP clients during or after the moratorium period.			
4.18 If you experience a natural disaster, do you intend to utilize LIHEAP crisis funds to address disaster related crisis situations? <input checked="" type="radio"/> Yes <input type="radio"/> No			
No			
If yes, describe			
<p style="margin-left: 40px;">An additional H-HEAP payment may be provided to eligible households who are in need because of a natural disaster.</p> <ol style="list-style-type: none"> 1. Payment must be tied in some way to the household's energy assistance need or emergency. 2. Applicant's household income must be below annual income limits, or meet the categorical eligibility requirements. 3. Activities that may be allowable uses of H-HEAP funds to deal with crisis situations: <ol style="list-style-type: none"> 1. Costs to temporarily shelter or house individuals in hotels, apartments or to other living situation in which homes have been destroyed or damaged, i.e., placing people in settings to preserve health and safety and to move them away from the crisis area. 2. Costs for transportation (such as cars, shuttles, buses) to move individuals away from the crisis area to shelters, when health and safety is endangered by loss of access to heating or cooling. 3. Utility reconnection costs. 4. Repair or replacement costs for furnaces and air conditioners. 5. Insulation repair. 6. Coats and blankets, as tangible benefits to keep individuals warm. 7. Crisis payments for utilities and utility deposits. 8. Purchase of fans, air conditioners and generators. 5. Unallowable uses of H-HEAP funds that are not home energy related: <ol style="list-style-type: none"> 1. Payments for water/sewage 2. Mortgage or rent assistance unless it a necessary cost to shelter individuals from the crisis situation for a TEMPORARY period of time. 3. Utility assistance or households housing displaced victims UNLESS the household is already low income and qualified for H-HEAP assistance. 4. Ramps and wheelchairs. 5. School uniforms and school supplies. 6. Clothing (except coats) 7. Mattresses, cots, air beds and pillows. 			
If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.			

Section 5 - WEATHERIZATION ASSISTANCE

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
OMB Clearance No.: 0970-013
Expiration Date: 02/28/2027

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN Section 5 - Weatherization Assistance

Section 5: WEATHERIZATION ASSISTANCE

Eligibility, 2605(c)(1)(A), 2605(b)(2) - Assurance 2

5.1 Designate the income eligibility threshold used for the Weatherization component

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

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

5.3 If yes, name the agency and attach a copy of the Internal Agreement or Contract. Department of Labor and Industrial Relations, Office of Community Services Weatherization Program

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

WEATHERIZATION - Types of Rules

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

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

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

- ☒ Income Threshold
- ☒ Weatherization not subject to DOE WAP maximum statewide average cost per dwelling unit.
- ☒ Weatherization measures are not subject to DOE Savings to Investment Ratio (SIR) standards.
- ☒ Other - Describe:
- Re-weatherization defined as any home or dwelling unit that was previously weatherized, and there is no funding limit. Re-weatherization shall be allowed.
- Stove replacement and/or oven is allowed as a health and safety issue.

Eligibility, 2605(b)(5) - Assurance 5

5.6 Do you require an assets test? ☐ Yes ☒ No

5.7 Do you have additional/differing eligibility policies for :

Renters	<input checked="" type="radio"/> Yes <input type="radio"/> No
Renters living in subsidized housing?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Renters with utilities included in the rent?	<input checked="" type="radio"/> Yes <input type="radio"/> No

5.8 Do you give priority in eligibility to:

Older Adults?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Individuals with a disability?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Young Children?	<input type="radio"/> Yes <input checked="" type="radio"/> No
House holds with high energy burdens?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Other?	<input type="radio"/> Yes <input checked="" type="radio"/> No
<p>If you selected "Yes" for any of the options in questions 5.6, 5.7, or 5.8, you must provide further explanation of these policies in the text field below.</p> <p>Landlord's permission is required to do weatherization and obtained via the landlord's signature on the Landlord Agreement Form before proceeding to do any steps in weatherization.</p>	
Benefit Levels	
5.9 Do you have a maximum LIHEAP weatherization benefit/expenditure per household? <input type="radio"/> Yes <input checked="" type="radio"/> No	
5.9a If yes, what is the maximum? \$0	
5.10 Do you use an Average Cost per Unit (ACPU). <input type="radio"/> Yes <input checked="" type="radio"/> No	
5.10a If so, what is the ACPU amount? \$0	
Types of Assistance, 2605(c)(1), (B) & (D)	
5.11 What LIHEAP weatherization measures do you provide ? (Check all categories that apply.)	
<input checked="" type="checkbox"/> Weatherization needs assessments/audits	<input checked="" type="checkbox"/> Energy related roof repair
<input checked="" type="checkbox"/> Caulking and insulation	<input checked="" type="checkbox"/> Major appliance repairs
<input type="checkbox"/> Storm windows	<input checked="" type="checkbox"/> Major appliance replacement
<input type="checkbox"/> Furnace/heating system modifications/repairs	<input checked="" type="checkbox"/> Windows/sliding glass doors
<input type="checkbox"/> Furnace replacement	<input checked="" type="checkbox"/> Doors
<input checked="" type="checkbox"/> Cooling system modifications/repairs	<input checked="" type="checkbox"/> Water Heater
<input checked="" type="checkbox"/> Water conservation measures	<input checked="" type="checkbox"/> Cooling system replacement
<input type="checkbox"/> Roof top solar	<input checked="" type="checkbox"/> Community solar projects
<input checked="" type="checkbox"/> Compact florescent light bulbs	<input checked="" type="checkbox"/> Other - Describe: Solar for Water Heaters
<p>If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.</p>	

Section 6 - Outreach, 2605(b)(3) - Assurance 3, 2605(c)(3)(A)

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
OMB Clearance No.: 0970-013
Expiration Date: 02/28/2027

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN Section 6 - Outreach

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

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

- ☒ Place posters/flyers in local and county social service offices, offices of aging, Social Security offices, VA, etc.
- ☒ Publish articles in local newspapers or broadcast media announcements.
- ☒ Include inserts in energy vendor billings to inform individuals of the availability of all types of LIHEAP assistance.
- ☒ Mass mailing(s) to prior-year LIHEAP recipients.
- ☒ Inform low income applicants of the availability of all types of LIHEAP assistance at application intake for other low-income programs.
- ☒ Execute interagency agreements with other low-income program offices to perform outreach to target groups.
- ☒ Web Posting
- ☐ Email
- ☐ Texting
- ☐ Events
- ☒ Social Media
- ☒ Other (specify):
 1. Send and provide H-HEAP flyers to all who are interested parties, non-profit organizations, elderly and disabled individuals and agencies servicing the vulnerable population.
 2. Provide H-HEAP flyers to electric company for distribution to customers.
 3. Request that the Utility Companies encourage their customers who are expressing difficulty paying their bills to apply for H-HEAP.
 4. Provide H-HEAP flyers to electric company for distribution to customers.
 5. Request that the Utility Companies encourage their customers who are expressing difficulty paying their bills to apply for H-HEAP.
 6. Utility companies include H-HEAP reminders about H-HEAP by printing information on a monthly newsletter that is included with monthly bills, for two months. If space available on the bill they will print H-HEAP information regarding application period directly on the bill.
 7. Gas Company provided with posters to put in their offices for the gas customers.
 8. Utility companies will provide H-HEAP applications in their bill collection offices.
 9. Utility companies provide literature, freebies and personnel to assist CAA in their efforts in promoting H-HEAP benefits and performance measures.
 10. Local CAA, as part of their outreach efforts, provide public service announcements via their agency website, radio and newspapers.
 11. H-HEAP coordinator participates in interagency work groups, provides informational sessions to interested agencies and groups, and works with the electric company in a community work group.
 12. In remote areas, contracted community agencies will go door to door to speak with homebound residents

Section 8 - Agency Designation,, 2605(b)(6) - Assurance 6

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
OMB Clearance No.: 0970-013
Expiration Date: 02/28/2027

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN Section 8 - Agency Designation

Section 8: Agency Designation, 2605(b)(6) - Assurance 6 (Required for state Grant recipients and the Commonwealth of Puerto Rico)

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

<input checked="" type="checkbox"/>	Administration Agency
<input type="checkbox"/>	Commerce Agency
<input type="checkbox"/>	Community Services Agency
<input type="checkbox"/>	Energy/Environment Agency
<input type="checkbox"/>	Housing Agency
<input type="checkbox"/>	State Department of Welfare (administers TANF, SNAP, and/or Medicaid)
<input type="checkbox"/>	Economic Development Agency
<input checked="" type="checkbox"/>	Other - Describe: H-HEAP coordinator is administratively attached to the Department of Human Services, Benefit Employment & Support Services Division (BESSD) that is responsible for the State's welfare program. H-HEAP's policies and procedures are developed by the H-HEAP coordinator but the intake of applications and eligibility determination is completed by community agencies on each island. Payments are made by the State H-HEAP coordinator.

Include current list of subrecipient name, main office address (do not list P.O. Box), phone number, county(s) served, Congressional District, and UEI number. Used for Near hotline and OCS Service Provider Tool and clearinghouse.

Alternate Outreach and Intake, 2605(b)(15) - Assurance 15

If you selected "State Department of Welfare (administers TANF, SNAP, and/or Medicaid)" in question 8.1, you must complete questions 8.2, 8.3, and 8.4, as applicable.

8.2 How do you provide alternate outreach and intake for heating assistance?

Contracted Community Action 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 by utilizing home visits. Community agencies will make arrangements with senior centers and community centers to intake applications on site as well as at Senior/Disabled Housing rental sites. Community agencies also go door to door in housing complexes to inform households of H-HEAP. Aloha United Way, a non-profit organization provides a hotline/referral service. Volunteers manage a hotline which has a data base filled with helping agencies. A person seeking assistance with heating/cooling needs can call "211" and they will search for local agencies who can assist. H-HEAP information is available for search on their data base.

8.3 How do you provide alternate outreach and intake for cooling assistance?>

Contracted Community Action 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 by utilizing home visits. Community agencies will make arrangements with senior centers and community centers to intake applications on site as well as at Senior/Disabled Housing rental sites. Community agencies also go door to door in housing complexes to inform households of H-HEAP. Aloha United Way, a non-profit organization provides a hotline/referral service. Volunteers manage a hotline which has a data base filled with helping agencies. A person seeking assistance with heating/cooling needs can call "211" and they will search for local agencies who can assist. H-HEAP information is available for search on their data base.

8.4 How do you provide alternate outreach and intake for crisis assistance?

Contracted Community Action 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 by utilizing home visits. Community agencies will make arrangements with senior centers and community centers to intake applications on site as well as at Senior/Disabled Housing rental sites. Community agencies also go door to door in housing complexes to inform households of H-HEAP. Aloha United Way, a non-profit organization provides a hotline/referral service. Volunteers manage a hotline which has a data base filled with helping agencies. A person seeking assistance with heating/cooling needs can call "211" and they will search for local agencies who can assist. H-HEAP information is available for search on their data base.

8.5 LIHEAP Component Administration.	Heating	Cooling	Crisis	Weatherization
8.5a Who determines client eligibility?	Community Action Agencies	Community Action Agencies	Community Action Agencies	Community Action Agencies
8.5b Who processes benefit payments to gas and electric vendors?	State Administration Agency	State Administration Agency	State Administration Agency	
8.5c who processes benefit payments to bulk fuel vendors?	Non-Applicable	Non-Applicable	Non-Applicable	
8.5d Who performs installation of weatherization measures?				Other

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

8.6 What is your process for selecting local administering agencies?

H-HEAP has an exemption from the Hawaii procurement process as LIHEAP laws required a condition for State grantees to receive LIHEAP funds, the Governor shall assure that special consideration be given only to local non-profit agencies which 1) were receiving federal funds under any low income energy assistance or weatherization program under the Economic Opportunity Act of 1964, and 2) have the capacity to undertake a timely and effective energy crisis intervention program and the ability to carry out the program in the local community. There are the only four such community action agencies, Honolulu Community Action Program (HCAP) for Oahu, Hawaii County Economic Opportunity Council (HCEOC) for Hawaii Island, Kauai Economic Opportunity (KEO) on Kauai, and Maui Economic Opportunity (MEO) for Maui, Molokai, and Lanai. These are the agencies that meet the conditions and criteria to administer LIHEAP and were therefore selected

8.7 How many local administering agencies do you use? 4**8.8 Have you changed any local administering agencies in the last year?**

- ☐ Yes
☒ No

8.9 If so, why?

<input type="checkbox"/>	Agency was in noncompliance with Grant recipient requirements for LIHEAP -
<input type="checkbox"/>	Agency is under criminal investigation
<input type="checkbox"/>	Added agency
<input type="checkbox"/>	Agency closed
<input type="checkbox"/>	Other - describe

8.10 If a subrecipient is no longer providing LIHEAP, are you aware of prior-year LIHEAP funds being mismanaged or misspent? ☐ Yes ☒ No

8.10a If yes, please explain.

8.10b If you are aware, were other federal programs impacted such as CSBG, SSBG, Head Start, TANF, and Department of Energy Weatherization funding, etc. ☐ Yes ☒ No

8.10c If yes, please explain.

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

Section 9 - Energy Suppliers,, 2605(b)(7) - Assurance 7

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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN Section 9 - Energy Suppliers

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

9.1 Do you make payments directly to home energy suppliers?

Heating ☒ Yes ☐ No

Cooling ☒ Yes ☐ No

Crisis ☒ Yes ☐ No

Are there exceptions? ☐ Yes ☒ No

If yes, Describe.

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

Energy Credit: at the time 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 was applied to their account by reviewing their next utility bill.

For Crisis: once the amount owed is confirmed with the utility company, a disposition notice with benefit amount is provided to the applicant and the utility company is notified of the approval and amount.

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

For all components, heating, cooling and crisis, Vendor Agreements established with five Public Utility Companies supplying residential energy in Hawaii. Utility companies use standard accounting payment processing systems for subscriber accounts, assuring payment processing systems for subscriber accounts, and 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 H-HEAP customers with balance inquiries. Notices are sent to eligible customers informing them of their benefits amount. If the benefit amount is different from the credited amount the name and phone number of the H-HEAP community agencies are listed on the notices for inquiries

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

The Vendor Agreement states that no LIHEAP household shall be treated adversely nor be discriminated against in cost of goods or services provided.

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

☐ Yes ☒ No

If so, describe the measures unregulated vendors may take.
Attach a copy of the template statewide vendor agreement or a policy that indicates local agreements must adhere to statewide policies and assurances.

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

Section 10 - Program, Fiscal Monitoring, and Audit, 2605(b)(10) - Assurance 10

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August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
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Expiration Date: 02/28/2027

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN Section 10 - Program, Fiscal Monitoring, and Audit

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

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

Community Action Agencies electronically submit names of eligible households to the State Office. Prior to sending the files they will check for duplicate applicants and household members. These files are then merged into a State master file for additional checks to determine if duplicates exist. After all checks are completed a listing of all eligible customers are sent to the Department's Fiscal Office and the State's Department of Budget and Finance office for processing. This process is done monthly for all Crisis applicants and annually for all Heating and Cooling applicants. The Department of Human Services fiscal office follows standard accounting procedures for all federal programs, including H-HEAP, the office uses State accounting manuals of the Department of Accounting and General Services and the statewide Financial Accounting and Management Information System (FAMIS) Department accounting staff is not part of H-HEAP. They also track expenditures and cost allocations. The H-HEAP budget is monitored by the H-HEAP Coordinator and reviewed monthly during budget meetings with fiscal staff. H-HEAP is also subject to state single audits

10.1a Provide your definitions of the following:

Obligation

Obligation means to encumber or allocate funds for a designated purpose through a purchase order. Examples include obligating funds for contracts, benefit payments, postage, salaries, etc.

Funds must be obligated by September 30th of each year.

Expenditures

Expenditures means spending of obligated funds for allowable program costs.

Expenditure timeframe

Obligated funds must be expended by December 31st of the year received, with the exception of funds carried over to the next program year, not to exceed 10% as prescribed by LIHEAP policy.

Administrative costs

Costs of administering the H-HEAP program including but not limited do salaries, contracts, etc. Not to exceed 10% of the annual LIHEAP grant.

Audit Process

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

☐ Yes ☒ No

10.2a - if yes, describe your auditor selection process.

10.3. Describe any audit findings of the grant recipient (i.e. State/Tribe/Territory) rising to the level of material weakness or reportable condition cited in the single audits, inspector general reviews, or other government agency reviews from the most recently audited fiscal year.

No Findings ☒

Finding	Type	Brief Summary	Resolved?	Action Taken
1				

10.4. Audits of Local Administering Agencies

What types of annual audit requirements do you have in place for local administering agencies/district offices?
Select all that apply.

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

<input type="checkbox"/>	Local agencies and district offices are required to have an annual audit in compliance with Single Audit Act and OMB Circular A-133
Compliance Monitoring	
10.5. Describe your monitoring process for compliance at each level below. Check all that apply.	
Grant recipients have a policy in place for appropriate separation of duties and internal controls.	
<input checked="" type="checkbox"/>	Internal program review
<input checked="" type="checkbox"/>	Departmental oversight
<input checked="" type="checkbox"/>	Secondary review of invoices and payments
<input checked="" type="checkbox"/>	Other program review mechanisms are in place. Describe:
<p>The H-HEAP office in Hawaii is administratively attached to the Department of Human Services (DHS). H-HEAP consists of one Program Specialist (responsible for the program, payments, and budget) and a part-time clerk. All functions of H-HEAP are the responsibility of the Program Specialist. Supervision and support services, i.e. fiscal management, IT support, and investigation are supported by DHS staff. H-HEAP has many checks and balances to avoid fraud in each stage of the H-HEAP process; there is no one person or agency that determines eligibility and pays benefits. Community Action agencies determine eligibility, which is submitted to the state for final review and payment generation. The eligible households are also matched against utility accounts to ensure correct accounts are being credited. Hawaii has many internal layers of checks and balances before final payment is made, Hawaii fiscal requirements have multiple layers to clear prior to generation of payments.</p>	
Local Administering Agencies/District Offices:	
<input checked="" type="checkbox"/>	On - site evaluation
<input checked="" type="checkbox"/>	Annual program review
<input checked="" type="checkbox"/>	Monitoring through central database
<input checked="" type="checkbox"/>	Desk reviews
<input checked="" type="checkbox"/>	Client File Testing/Sampling
<input checked="" type="checkbox"/>	Other program review mechanisms are in place. Describe:
<p>The H-HEAP office in Hawaii is administratively attached to the Department of Human Services (DHS). H-HEAP consists of one Program Specialist (responsible for the program, payments, and budget) and a part-time clerk. All functions of H-HEAP are the responsibility of the Program Specialist. Supervision and support services, i.e. fiscal management, IT support, and investigation are supported by DHS staff. H-HEAP has many checks and balances to avoid fraud in each stage of the H-HEAP process; there is no one person or agency that determines eligibility and pays benefits. Community Action agencies determine eligibility, which is submitted to the state for final review and payment generation. The eligible households are also matched against utility accounts to ensure correct accounts are being credited. Hawaii has many internal layers of checks and balances before final payment is made, Hawaii fiscal requirements have multiple layers to clear prior to generation of payments.</p>	
10.6 Explain, or attach a copy of your local agency monitoring schedule and protocol.	
<p>H-HEAP Coordinator will conduct unscheduled site visits to monitor application processing. The dates and islands are selected randomly during the month of applications for Energy Credits. H-HEAP Coordinator conducts desk reviews of random sampling of cases for all islands. Reviews of cases are discussed with the contract managers for corrective action. Review of case process are also discussed for corrective action. i.e. making site more secure for employees and cases, posting signs visibly so applicants can locate the site, having a workflow to insure checks and balances are adhered to. Denials which lead to requests for Administrative Hearing are sent to the H-HEAP Coordinator, who reviews the decision and writes the branch report for the hearing, validating that the denial was correct and citing appropriate H-HEAP policies and procedures.</p>	
10.7. Describe how you select local agencies for monitoring reviews. Attach a risk assessment if subrecipients are utilized.	
Site Visits: <p>All sites are monitored and reviewed. A special site visit may be scheduled if an agency is exhibiting problems, delays in submitting reports and data, or large influx of complaints and fair hearing requests. A special visit may also be scheduled to assist with evaluations and suggestions if an agency has a new manager. Unannounced site visits are scheduled by island on a rotation. The schedule may be amended, and sites re-visited if agency has experienced errors or problems. These visits are scheduled and conducted by the LIHEAP coordinator to ensure that they are unannounced. The number of cases reviewed is dependent on the number of applications each site processed.</p>	
Desk Reviews: <p>All sites are monitored and reviewed. It is a random sampling of cases, numbers are set by contract. Sampling will include approvals for EC and ECI, denials for EC and ECI, and all cases of employees applying for H-HEAP.</p>	
10.8. How often is each local agency monitored? Please attach a monitoring schedule if one has been developed.	
Triannually	
10.9. How many local agencies are currently on corrective action plans? None	
<p>If any of the above questions require further explanation or clarification that could not be made in</p>	

the fields provided, attach a document with said explanation here.

Section 11 - Timely and Meaningful Public Participation, , 2605(b)(12) - Assurance 12, 2605(c)(2)

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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN Section 11 - Timely and Meaningful Public Participation		
Section 11: Timely and Meaningful Public Participation, 2605(b)(12), 2605(C)(2)		
11.1 How did you obtain input from the public in the development of your LIHEAP plan? Select all that apply. <i>Note: Tribes do not need to hold a public hearing but must ensure participation through other means.</i>		
<input type="checkbox"/> Tribal Council meeting(s)		
<input checked="" type="checkbox"/> Public Hearing(s)		
<input checked="" type="checkbox"/> Draft Plan posted to website and available for comment		
<input checked="" type="checkbox"/> Hard copy of plan is available for public view and comment		
<input checked="" type="checkbox"/> Comments from applicants are recorded		
<input checked="" type="checkbox"/> Request for comments on draft Plan is advertised		
<input checked="" type="checkbox"/> Stakeholder consultation meeting(s)		
<input checked="" type="checkbox"/> Comments are solicited during outreach activities		
<input checked="" type="checkbox"/> Other - Describe:		
<p>The State Plan will be posted on the State of Hawaii Department of Human Services Website. To encourage participation, the posting will also inform the public and interested parties to submit written testimony. H-HEAP coordinator will send personal emails and copies of the proposed plan directly to all H-HEAP stakeholders (vendors/utility companies, CAA, local DOE office). During training sessions comments and program changes are discussed and comments encouraged.</p>		
Public Hearings, 2605(a)(2) - For States and the Commonwealth of Puerto Rico Only		
11.2 List the date and location(s) that you held public hearing(s) on the proposed use and distribution of your LIHEAP funds?		
	Date	Event Description
1	09/25/2025	Public Hearing and deadline for comments
11.3. How many parties commented on your plan at the hearing(s)? TBD		
11.4 Summarize the comments you received at the hearing(s). TBD		
11.5 What changes did you make to your LIHEAP plan as a result of public participation and solicitation of input? TBD		
If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.		

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

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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN Section 12 - Fair Hearings

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

12.1 How many fair hearings did the Grant recipient have in the prior federal Fiscal Year? 0

12.2 How many of those fair hearings resulted in the initial decision being reversed? 0

12.3 Describe any policy and/or procedural changes made in the last federal Fiscal Year as a result of fair hearings?

N/A

12.4 Describe your fair hearing procedures for households whose applications are denied and/or not acted upon in a timely manner.

A household may request a hearing when:

- (1) Application for ECI or EC is denied;
- (2) Application is not acted upon with reasonable promptness.

The Department shall offer administrative hearings to all applicants of the program. The hearings are intended to give the households the opportunity to explain their situation.

An applicant or recipient may request an administrative hearing with the provider agency within ninety days of the date of their notice of decision for ECI or EC. The request must be in writing, utilizing form DHS 1461, Request for Administrative Hearing. The provider agency shall provide the applicant with the Administrative Hearing Request form. Once the DHS 1461 is received, the provider agency shall forward the request for Administrative hearing to the State H-HEAP Coordinator within 3 calendar days of receipt of the written request. The State H-HEAP Coordinator completes the Administrative hearing Branch Report with supporting documents and represents the State at the hearing. A CAA representative must be present at the hearing. An Administrative Hearing shall be held in a place reasonably convenient to the household. Once the report is submitted a hearing is scheduled. A hearing officer is appointed by the Appeals Office and the Director of Human Services. The hearing officer shall be designated by the Administrative Appeals Office and shall be an individual not involved in the determination. After the hearing, the officer will render a decision which is binding. If any party disagrees with the decision an appeal may be filed with the first circuit court of Hawaii.

12.5 When and how are applicants informed of these rights?

Applicants are informed of their Administrative Hearing rights at the point of application. It is printed on the application and the applicant must sign the application stating that they understand their rights and responsibilities.

They are also informed of their Administrative Hearing rights on their notice of disposition.

They are also informed verbally when voicing disagreement with a decision.

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

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

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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN Section 13 - Reduction of Home Energy Needs

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

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

N/A

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

N/A

13.3 Describe the impact of such activities on the number of households served in the previous federal Fiscal Year.

N/A

13.4 Describe the level of direct benefits provided to those households in the previous federal Fiscal Year.

N/A

13.5 How many households received these services? N/A

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

Section 14 - Leveraging Incentive Program ,2607A

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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN Section 14 - Leveraging Incentive Program

Section 14:Leveraging Incentive Program, 2607(A)

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

☐ Yes ☒ No

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

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

Resource	What is the type of resource or benefit ?	What is the source(s) of the resource ?	How will the resource be integrated and coordinated with LIHEAP?
1			

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

Section 15 - Training

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
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August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN Section 15 - Training

Section 15: Training

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

a. Grant recipient Staff:

☒ Formal training provided virtually, on-site, and/or formal training conference

How often?

☒ Annually

☐ Biannually

☒ As needed

☐ Other, describe:

☒ Employees are provided with policy manual

☒ Other, describe:

As there is no grantee staff aside from the H-HEAP Coordinator and a part-time clerk, all training is completed by the H-HEAP Coordinator. H-HEAP Coordinator attends webinars and conferences provided by OCS. Also attends NEADA and NEUAC conferences and meetings when able. Has access to tools such as LIHEAP Virtual Library and NEADA list serve to ask questions from peers.

b. Local Agencies:

☒ Formal training provided virtually, on-site, and/or formal training conference

How often?

☒ Annually

☐ Biannually

☒ As needed

☐ Other, describe:

☒ On-site training

How often?

☒ Annually

☐ Biannually

☐ As needed

☐ Other, describe:

☒ Employees are provided with policy manual

☒ Other, describe:

All employees are trained by the State LIHEAP Coordinator (Grantee). Each staff member is provided a handbook, containing policies, forms, samples, and a copy of the training slide show. The training is formal but can be held on-site or virtually. Training can be requested on-demand if the need arises.

c. Vendors

☒ Formal training conference

How often?

☐ Annually

☐ Biannually

<input checked="" type="checkbox"/>	As needed
<input type="checkbox"/>	Other, describe:
<input checked="" type="checkbox"/>	Policies communicated through vendor agreements
<input type="checkbox"/>	Policies are outlined in a vendor manual
<input checked="" type="checkbox"/>	Other, describe: The vendors are provided a MOA or a vendor agreement, outlining their role. They are all invited to attend, and they do attend the worker training. They are provided with a training presentation and handbook designed for their needs. Clarifications and guidelines are also provided to all vendors to maintain standard agreements. Quarterly meetings are held with Hawaiian Electric Company which provides electric service for three counties.
15.2 Does your training program address fraud reporting and prevention? <input checked="" type="radio"/> Yes <input type="radio"/> No	
If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.	

Section 16 - Performance Goals and Measures, 2605(b)

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN Section 16 - Performance Goals and Measures

Section 16: Performance Goals and Measures, 2605(b) - Required for States Only

16.1 Describe your progress toward meeting the data collection and reporting requirements of the four required LIHEAP (Benefit Targeting Index, Burden Reduction Targeting Index, Restoration of Home Energy Service, and Prevention of Loss of Home Energy Service). Include timeframes and plans for meeting these requirements and what you believe will be accomplished in the coming federal fiscal year.

Updating system to add changes to collect data for reporting requirements. Amended applications asking questions to capture needed data. Working with APPRISE to better understand data collection and reporting requirement needs to ensure accurate data is collected and reported. H-HEAP Coordinator is also working with Apprise to better understand data collection and calculation in order to complete required reports. This includes attending webinars and one-on-one phone calls with Apprise staff to understand the process.

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

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

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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN Section 17 - Program Integrity

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

17.1 Fraud Reporting Mechanisms

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

- ☐ Online Fraud Reporting
- ☒ Dedicated Fraud Reporting Hotline
- ☒ Report directly to local agency/district office or Grant recipient office
- ☒ Report to State Inspector General or Attorney General
- ☒ Forms and procedures in place for local agencies/district offices and vendors to report fraud, waste, and abuse
- ☐ Other - Describe:

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

- ☒ Printed outreach materials
- ☒ Posted in local administering agencies offices.
- ☒ Addressed on LIHEAP application
- ☒ Website
- ☐ Other - Describe:

17.2. Identification Documentation Requirements

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

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

17.3. Citizenship/Legal Residency Verification

What are your procedures for ensuring LIHEAP recipients are U.S. citizens or qualified non-citizens who are eligible to receive LIHEAP

benefits? Select all that apply.							
<input checked="" type="checkbox"/> Clients sign an attestation of citizenship or U.S. Citizen or Qualified Non-Citizen							
<input type="checkbox"/> Client's submission of certain Social Security Administration cards is accepted as proof of U.S. Citizen or Qualified Non-Citizen.							
<input checked="" type="checkbox"/> Non-Citizens must provide documentation of immigration status							
<input type="checkbox"/> Citizens must provide a copy of their birth certificate, naturalization papers, or passport							
<input type="checkbox"/> Non-Citizens are verified through the SAVE system							
<input type="checkbox"/> Tribal members are verified through Tribal enrollment records/Tribal ID card							
<input checked="" type="checkbox"/> Other - Describe: Match with State's eligibility system for TANF, GA, AABD and SNAP if applicant is known to that database.							
	Other	Applicant Only Required	Applicant Only Requested	All Adults in Household Required	All Adults in Household Requested	All Household Members Required	All Household Members Requested
1		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17.4. Income Verification	
What methods does your agency utilize to verify household income? Select all that apply.	
<input checked="" type="checkbox"/> Require documentation of income for all adult household members	
<input checked="" type="checkbox"/> Pay stubs	
<input checked="" type="checkbox"/> Social Security award letters	
<input checked="" type="checkbox"/> Bank statements	
<input checked="" type="checkbox"/> Tax statements	
<input checked="" type="checkbox"/> Zero-income statements	
<input checked="" type="checkbox"/> Unemployment Insurance letters	
<input checked="" type="checkbox"/> Other - Describe: Bank statements only if submitted by applicant, or requested to verify deposits. Statement from person giving or lending money, or from applicant explaining how expenses are paid when expenses exceed reported income.	
<input checked="" type="checkbox"/> Computer data matches:	
<input type="checkbox"/> Income information matched against state computer system (e.g., SNAP, TANF)	
<input type="checkbox"/> Proof of unemployment benefits verified with state Department of Labor	
<input type="checkbox"/> Social Security income verified with SSA	
<input type="checkbox"/> Utilize state directory of new hires	
<input checked="" type="checkbox"/> Other - Describe: All of the above can be accessed by H-HEAP coordinator to verify statements made by applicant household, but not routinely utilized; only when CAA asks what HH reports to DHS for TANF/GA/AABD/SNAP. CAA do not have access to current eligibility system.	
b. Describe any exceptions to the above policies.	

17.5 Identification Verification	
Describe what methods are used to verify the authenticity of identification documents provided by clients or household members. Select all that apply	
<input type="checkbox"/> Verify SSNs with Social Security Administration	
<input type="checkbox"/> Match SSNs with death records from Social Security Administration or state agency	
<input checked="" type="checkbox"/> Match SSNs with state eligibility/case management system (e.g., SNAP, TANF, GA, AABD)	
<input type="checkbox"/> Match with state Department of Labor system	
<input type="checkbox"/> Match with state and/or federal corrections system	
<input type="checkbox"/> Match with state child support system	
<input type="checkbox"/> Verification using private software (e.g., The Work Number)	
<input type="checkbox"/> In-person certification by staff (for tribal Grant recipients only)	

<input type="checkbox"/>	Match SSN/Tribal ID number with tribal database or enrollment records (for tribal Grant recipients only)
<input type="checkbox"/>	Other - Describe:
17.6. Protection of Privacy and Confidentiality	
Describe the financial and operating controls in place to protect client information against improper use or disclosure. Select all that apply.	
<input checked="" type="checkbox"/>	Policy in place prohibiting release of information without written consent
<input type="checkbox"/>	Grant recipient LIHEAP database includes privacy/confidentiality safeguards
<input checked="" type="checkbox"/>	Employee training on confidentiality for:
<input checked="" type="checkbox"/>	Grant recipient employees
<input checked="" type="checkbox"/>	Local agencies/district offices
<input checked="" type="checkbox"/>	Employees must sign confidentiality agreement
<input checked="" type="checkbox"/>	Grant recipient employees
<input checked="" type="checkbox"/>	Local agencies/district offices
<input checked="" type="checkbox"/>	Physical files are stored in a secure location
<input checked="" type="checkbox"/>	Electronic files are protected in a secure location.
<input type="checkbox"/>	Other - Describe:
17.7. Verifying the Authenticity	
What policies are in place for verifying vendor authenticity? Select all that apply.	
<input type="checkbox"/>	All vendors must register with the State/Tribe.
<input type="checkbox"/>	All vendors must supply a valid SSN or TIN/W-9 form
<input checked="" type="checkbox"/>	Vendors are verified through energy bills provided by the household
<input type="checkbox"/>	Grant recipient and/or local agencies/district offices perform physical monitoring of vendors
<input checked="" type="checkbox"/>	Other - Describe and note any exceptions to policies above:
All utility companies are regulated by the State's Public Utilities Commission (PUC) and tariff law. As an organization regulated by the P. U.C., all companies must provide monthly and annual financial and reliability reports.	
17.8. Benefits Policy - Gas and Electric Utilities	
What policies are in place to protect against fraud when making benefit payments to gas and electric utilities on behalf of clients? Select all that apply.	
<input checked="" type="checkbox"/>	Applicants required to submit proof of physical residency
<input checked="" type="checkbox"/>	Applicants must submit current utility bill
<input checked="" type="checkbox"/>	Data exchange with utilities that verifies:
<input checked="" type="checkbox"/>	Account ownership
<input checked="" type="checkbox"/>	Consumption
<input checked="" type="checkbox"/>	Balances
<input checked="" type="checkbox"/>	Payment history
<input checked="" type="checkbox"/>	Account is properly credited with benefit
<input type="checkbox"/>	Other - Describe:
<input type="checkbox"/>	Centralized computer system/database tracks payments to all utilities
<input checked="" type="checkbox"/>	Centralized computer system automatically generates benefit level
<input checked="" type="checkbox"/>	Separation of duties between intake and payment approval
<input type="checkbox"/>	Payments coordinated among other energy assistance programs to avoid duplication of payments
<input checked="" type="checkbox"/>	Payments to utilities and invoices from utilities are reviewed for accuracy
<input type="checkbox"/>	Computer databases are periodically reviewed to verify accuracy and timeliness of payments made to utilities
<input type="checkbox"/>	Direct payment to households are made in limited cases only
<input checked="" type="checkbox"/>	Procedures are in place to require prompt refunds from utilities in cases of account closure

<input checked="" type="checkbox"/>	Vendor agreements specify requirements selected above, and provide enforcement mechanism
<input type="checkbox"/>	Other - Describe:
17.9. Benefits Policy - Bulk Fuel Vendors	
What procedures are in place for averting fraud and improper payments when dealing with bulk fuel suppliers of heating oil, propane, wood, and other bulk fuel vendors? Select all that apply.	
<input type="checkbox"/>	Vendors are checked against an approved vendors list
<input type="checkbox"/>	Centralized computer system/database is used to track payments to all vendors
<input type="checkbox"/>	Clients are relied on for reports of non-delivery or partial delivery
<input type="checkbox"/>	Two-party checks are issued naming client and vendor
<input type="checkbox"/>	Direct payment to households are made in limited cases only
<input type="checkbox"/>	Vendors are only paid once they provide a delivery receipt signed by the client
<input type="checkbox"/>	Conduct monitoring of bulk fuel vendors
<input type="checkbox"/>	Bulk fuel vendors are required to submit reports to the grant recipient.
<input type="checkbox"/>	Vendor agreements specify requirements selected above, and provide enforcement mechanism
<input checked="" type="checkbox"/>	Other - Describe: Hawaii does not have bulk vendors, natural gas or propane is delivered but is handled by the utility company.
17.10. Investigations and Prosecutions	
Describe the Grant recipients procedures for investigating and prosecuting reports of fraud, and any sanctions placed on clients, staff, or vendors found to have committed fraud. Select all that apply.	
<input type="checkbox"/>	Refer to state Inspector General
<input type="checkbox"/>	Refer to local prosecutor or state Attorney General
<input type="checkbox"/>	Refer to US DHHS Inspector General (including referral to OIG hotline)
<input checked="" type="checkbox"/>	Local agencies/district offices or Grant recipient conduct investigation of fraud complaints from public
<input type="checkbox"/>	Grant recipient attempts collection of improper payments. If so, describe the recoupment process
<input checked="" type="checkbox"/>	Clients found to have committed fraud are banned from LIHEAP assistance. For how long is a household banned? One year
<input checked="" type="checkbox"/>	Contracts with local agencies require that employees found to have committed fraud are reprimanded and/or terminated
<input type="checkbox"/>	Vendors found to have committed fraud may no longer participate in LIHEAP
<input type="checkbox"/>	Other - Describe:
<p>If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.</p>	

Section 18: Certification Regarding Debarment, Suspension, and Other Responsibility Matters

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

Instructions for Certification

1. By signing and submitting this proposal, the prospective primary participant is providing the certification set out below.

2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the certification set out below. The certification or explanation will be considered in connection with the department or agency's determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.

3. The certification in this clause is a material representation of fact upon which reliance was placed when the department or agency determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

4. The prospective primary participant shall provide immediate written notice to the department or agency to which this proposal is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

5. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of those regulations.

6. The prospective primary participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency entering into this transaction.

7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction," provided by the department or agency entering into this covered transaction, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or

voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.

9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

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

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

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

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

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

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

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

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

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion--Lower Tier Covered Transactions

Instructions for Certification

1. By signing and submitting this proposal, the prospective lower tier participant is providing the certification set out below.

2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later

determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or had become erroneous by reason of changed circumstances.

4. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.

5. The prospective lower tier participant agrees by submitting this proposal that, [[Page 33043]] should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.

6. The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled ``Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.

8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

Certification Regarding Debarment, Suspension, Ineligibility an Voluntary Exclusion--Lower Tier Covered Transactions

(1) The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

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

☒ **By checking this box, the prospective primary participant is providing the certification set out above.**

Section 19: Certification Regarding Drug-Free Workplace Requirements

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

Certification Regarding Drug-Free Workplace Requirements (Instructions for Certification)

1. By signing and/or submitting this application or grant agreement, the Grant recipient is providing the certification set out below.
2. The certification set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. If it is later determined that the Grant recipient knowingly rendered a false certification, or otherwise violates the requirements of the Drug-Free Workplace Act, the agency, in addition to any other remedies available to the Federal Government, may take action authorized under the Drug-Free Workplace Act.
3. For Grant recipients other than individuals, Alternate I applies.
4. For Grant recipients who are individuals, Alternate II applies.
5. Workplaces under grants, for Grant recipients other than individuals, need not be identified on the certification. If known, they may be identified in the grant application. If the Grant recipient does not identify the workplaces at the time of application, or upon award, if there is no application, the Grant recipient must keep the identity of the workplace(s) on file in its office and make the information available for Federal inspection. Failure to identify all known workplaces constitutes a violation of the Grant recipients drug-free workplace requirements.
6. Workplace identifications must include the actual address of buildings (or parts of buildings) or other sites where work under the grant takes place. Categorical descriptions may be used (e.g., all vehicles of a mass transit authority or State highway department while in operation, State employees in each local unemployment office, performers in concert halls or radio studios).
7. If the workplace identified to the agency changes during the performance of the grant, the Grant recipient shall inform the agency of the change(s), if it previously identified the workplaces in question (see paragraph five).
8. Definitions of terms in the Nonprocurement Suspension and Debarment common rule and Drug-Free Workplace common rule apply to this certification. Grant recipients attention is called, in particular, to the following definitions from these rules:

Controlled substance means a controlled substance in Schedules I through V of the Controlled Substances Act (21 U.S.C. 812) and as further defined by regulation (21 CFR 1308.11 through 1308.15);

Conviction means a finding of guilt (including a plea of nolo contendere) or imposition of sentence, or both, by any judicial body charged with the responsibility to determine violations of the Federal or State criminal drug statutes;

Criminal drug statute means a Federal or non-Federal criminal statute involving the manufacture, distribution, dispensing, use, or possession of any controlled substance;

Employee means the employee of a Grant recipient directly engaged in the performance of work under a grant, including: (i) All direct charge employees; (ii) All indirect charge employees unless their impact or involvement is insignificant to the performance of the grant; and, (iii) Temporary personnel and consultants who are directly engaged in the performance of work under the grant and who are on the Grant recipients payroll. This definition does not include workers not on the payroll of the Grant recipient (e.g., volunteers, even if used to meet a matching requirement; consultants or independent contractors not on the Grant recipients payroll; or employees of subrecipients or subcontractors in covered workplaces).

Certification Regarding Drug-Free Workplace Requirements

Alternate I. (Grant recipients Other Than Individuals)

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

(a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the Grant recipients workplace and specifying the actions that will be taken against employees for violation of such prohibition;

(b) Establishing an ongoing drug-free awareness program to inform employees about --

(1) The dangers of drug abuse in the workplace;

(2) The Grant recipients policy of maintaining a drug-free workplace;

(3) Any available drug counseling, rehabilitation, and employee assistance programs; and

(4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;

c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);

(d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will --

(1) Abide by the terms of the statement; and

(2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;

(e) Notifying the agency in writing, within ten calendar days after receiving notice under paragraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose grant activity the convicted employee was working, unless the Federal agency has designated a

central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;

(f) Taking one of the following actions, within 30 calendar days of receiving notice under paragraph (d)(2), with respect to any employee who is so convicted -(1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or

(2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;

(g) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e) and (f).

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

Place of Performance (*That this must be physical address. No PO Boxes allowed.*)

1010 Richards St., Suite 512

*** Address Line 1**

Address Line 2

Address Line 3

Honolulu

*** City**

HI

*** State**

96813

*** Zip Code**

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

Alternate II. (Grant recipients Who Are Individuals)

(a) The Grant recipient certifies that, as a condition of the grant, he or she will not engage in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in conducting any activity with the grant;

(b) If convicted of a criminal drug offense resulting from a violation occurring during the conduct of any grant activity, he or she will report the conviction, in writing, within 10 calendar days of the conviction, to every grant officer or other designee, unless the Federal agency designates a central point for the receipt of such notices. When notice is made to such a central point, it shall include the identification number(s) of each affected grant.

[55 FR 21690, 21702, May 25, 1990]

☒ **By checking this box, the prospective primary participant is providing the certification set out above.**

Section 20: Certification Regarding Lobbying

Section 20: Certification Regarding Lobbying

The submitter of this application certifies, to the best of his or her knowledge and belief, that:

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

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

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Statement for Loan Guarantees and Loan Insurance

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

If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions. Submission of this statement is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

☒ By checking this box, the prospective primary participant is providing the certification set out above.

Assurances

Assurances

(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 Grant recipients 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.



By checking this box, the prospective primary participant is agreeing to the Assurances set out above.

Plan Attachments

PLAN ATTACHMENTS
The following documents must be attached to this application
<ul style="list-style-type: none">• Delegation Letter is required if someone other than the Governor or Chairman Certified this Report.
<ul style="list-style-type: none">• Heating component benefit matrix, if applicable
<ul style="list-style-type: none">• Cooling component benefit matrix, if applicable
<ul style="list-style-type: none">• Minutes, notes, or transcripts of public hearing(s).
<ul style="list-style-type: none">• Policy Manual.
<ul style="list-style-type: none">• Subrecipient Contract.
<ul style="list-style-type: none">• Model Plan Participation Notes for Tribes.

POLICIES AND PROCEDURES

DEPARTMENT OF HUMAN SERVICES

HAWAI'I HOME ENERGY ASSISTANCE PROGRAM

1. GENERAL PROVISIONS

The mission of the Hawai'i Home Energy Assistance Program (H-HEAP) is to assist households, particularly those with the lowest incomes that pay a high proportion of their income for home energy, primarily in meeting their home energy needs.

1.1 PURPOSE

The purpose of these procedures shall be to implement the requirements of the Low-Income Home Energy Assistance Act of 1981 (Title XXVI of Pub. L. No. 97-35, the Omnibus Budget Reconciliation Act of 1981), Title VI of Pub. L. No. 98-558, the Human Services Reauthorization Act of 1984, Title V of Pub. L. No. 99-425, the Human Services Reauthorization Act of 1986, Title VII of Pub. L. No. 101-501, the Augustus F. Hawkins Human Services Reauthorization Act of 1990, Title III of Pub. L. 103-252, the Human Services Amendments of 1994, and 42 U.S.C. §§8621 et seq. relating to the Low-Income Home Energy Assistance Program (LIHEAP).

1.2 DEFINITIONS

"Active Account" means an open monthly account for a residential service with a name, address, service start date and no service termination date.

"Applicant" means the individual applying and providing all information on the application.

"Assistance to the Aged, Blind and Disabled (AABD)" means the means-tested program that provides assistance to single adults and dependent children aged 6 or over, certified as blind or certified as disabled by DHS or SSA.

"Categorical Household" means those households who are in receipt of assistance under the Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), and/or Temporary Assistance to Needy Families (TANF)/Temporary Assistance to Other Needy Families (TAONF)/General Assistance (GA)/Aid to the Aged, Blind and Disabled (AABD) programs and shall include only:

1. SSI recipients certified by the Social Security Administration (SSA) to be in SSI independent living arrangement and certified by the SSA to be eligible on the first day of the month of application.
2. Means-tested program recipients in the Department's eligible computer files on the first day of the month of application.
3. Households in receipt of Transitional Benefits Alternative (TBA) are not means-tested and are therefore not considered categorical recipients.

*The household on the H-HEAP application must match the DHS benefit household and mandatory member criteria to be considered categorically eligible.

Ex: H-HEAP application includes husband, wife and their 3 minor children(HH of 5). HAWI verification indicates that only the husband and the 3 minor children are included in the SNAP benefit household(HH of 4). This household would not be considered categorically eligible for H-HEAP, as a mandatory household member(wife) is not included in the DHS case. This determination will be made by the H-HEAP Coordinator.

“Crisis” means utility power at the household’s current residence has been or will be terminated within seven days from the date of application due to nonpayment of bill. Applications for crisis assistance are accepted year-round and households are served under the Energy Crisis Intervention (ECI) component. Service to a household in crisis must be restored within 48 hours of ECI approval, or within 18 hours when the household is in a life-threatening crisis leading to the endangerment of life. A life-threatening situation is where an eligible household contains at least one household member with an illness or medical condition that poses an immediate risk due to the loss of the energy source or has a medical condition requiring the use of an energy source to operate a medical device or store medication. Examples include but are not limited to life support, CPAP, nebulizer, and refrigerated medicines.

“Current Utility Expense” means a *residential* electric or gas bill that reflects the name of the utility company, an account number, name of account, current service address, dates of service, current and past due charges, total amount due, and kilowatt/therms/tank/ cylinder charges.

“Date of hearing request” means the date of the H-HEAP receipt of a signed written request for a hearing by the claimant which meets all the criteria of a request for a hearing.

“DHS” means the Department of Human Services.

“Disabled individual” means a member of the household who receives Supplemental Security Income (SSI) benefits under Title XVI of the Social Security Act or disability or blindness payments under Titles I, II, X, XIV and XVI of the Social Security Act, Veterans receiving VA benefits for a 100% service-connected disability according to VA; or receives disability retirement benefits from a governmental agency because of a disability determined permanent under section 221(i) of the Social Security Act, individuals receiving Railroad Retirement Disability.

“Earned income” means cash received or available to be received which requires some activity on the part of an individual to produce.

“Energy” means electricity or gas used for heating and cooling in the residential dwelling of the household.

“Energy burden” means the amount on the current utility bill verified paid by the household to the utility company, divided by the monthly income of the household.

“Energy Credit (EC)” means a one-time only assistance paid to the residential utility company account of an eligible household to help offset the energy costs for heating or cooling of the household, or to offset rent or applicant’s share of the electric/gas cost when rent includes electric/gas or is prorated amongst units on a shared meter.

“Energy Crisis Intervention (ECI)” means a one-time only assistance paid to the residential utility company account of an eligible household to restore or prevent termination of electric/gas power for heating or cooling to the residence, or to offset past-due rent or applicant’s share of the electric/gas cost when rent includes electric/gas or is prorated amongst units on a shared meter.

“General Assistance (GA)” means the means-tested program that assists single adults or legally married couples, without dependent children, who are temporarily disabled as determined by DHS approved doctors.

“H-HEAP” means the Hawai‘i Home Energy Assistance Program, the name of the federal Low-Income Home Energy Assistance Program (LIHEAP) in Hawaii.

“Household” means any/all individuals or group of individuals who are living together as one economic unit for whom residential energy service is customarily purchased in common. All individuals living in the residence on the first day of the month of application and who will benefit from the H-HEAP credit when it is applied to the utility account shall be included in the application filed by the household.

“Household members” means everyone in the household that is not the applicant.

“Income” means gross income before any deductions. Includes Earned and Unearned income.

“Program” means the Hawaii Home Energy Assistance Program.

“Provider agency” means an agency under agreement with DHS to implement the program under the supervision of DHS. Provider Agencies generally include, but are not limited to, the Honolulu Community Action Program, Hawaii County Economic Opportunity Council, Kauai Economic Opportunity, Inc., and Maui Economic Opportunity, Inc.

“Qualified alien” means an alien who, at the time the alien applies for, receives, or attempts to receive H-HEAP is:

- an alien who is lawfully admitted for permanent residence under the Immigration and Nationality Act [8 U.S.C. 1101 et seq.],
- an alien who is granted asylum under section 208 of such Act [8 U.S.C. 1158],
- a refugee who is admitted to the United States under section 207 of such Act [8 U.S.C. 1157],
- an alien who has been paroled into the United States under section 212(d)(5) of such Act [8 U.S.C. 1182(d)(5)] for a period of at least 1 year,
- an alien whose deportation is being withheld under section 243 of such Act [8 U.S.C. 1253] (as in effect immediately before the effective date of section 3 of division C of Public Law 104–208) or section 241(b)(3) of such Act [8 U.S.C. 1231(b)(3)] (as amended by section 305(a) of division C of Public Law 104–208),
- an alien who is a conditional entry pursuant to section 202(a)(7) of such Act [8 U.S.C. 1153(a)(7)] as in effect prior to April 1, 1980; [1] or
- an alien who is a Cuban and Haitian entrant (as defined in section 501(e) of the Refugee Education Assistance Act of 1980).
- a citizen of a Compacts of Free Association (COFA) country (the Federated States of Micronesia, the Republic of the Marshall Islands, and the Republic of Palau) residing in the United States. Effective March 9, 2024, with the enactment of Consolidated Appropriations Act of 2024 (Public Law 118-42).

“Resident” means an individual residing in the State with the purpose of making the individual’s home in the State and is not here for a temporary purpose.

“State Poverty Level” means the poverty income guidelines for Hawaii as published in the Federal Register and in effect on the first day of the current federal fiscal year.

“Subscriber” means the account holder of the utility account for which assistance is being requested.

“Subsidized Housing” means housing in which a tenant receives an ongoing governmental or other subsidy (e.g., assistance provided by a church), and the amount of rent paid is based on the amount of the tenant's income. Residents of private, affordable housing units are not considered subsidized.

“Supplemental Nutrition Assistance Program (SNAP)” means the federally means-tested program which provides food benefits to low-income families to supplement their grocery budget so they can afford the nutritious food essential to health and well-being.

“Supplemental Security Income (SSI)” means the Social Security administered program which pays monthly benefits to people with limited income and resources who are blind, age 65 or older, or have a qualifying disability. Children with disabilities or who are blind may also get SSI.

“Temporary Assistance for Needy Families (TANF) and Temporary Assistance for Other Needy Families (TAONF)” means the time-limited program that helps families when parents or other relatives cannot provide for the family's basic needs.

“Unearned income” means cash received or available to be received which are not classified as earned income.

“U. S. Citizen” means:

- A person (other than the child of a foreign diplomat) born in one of the United States or in the District of Columbia, Puerto Rico, Guam, the U.S. Virgin Islands, or the Northern Mariana Islands who has not renounced or otherwise lost his or her citizenship; or
- A person born outside of the United States to at least one U.S. citizen parent (sometimes referred to as a “derivative citizen”); or
- A naturalized U.S. citizen. As a general matter, a United States non-citizen national is a person born in an outlying possession of the United States (American Samoa or Swain’s Island) on or after the date the U.S. acquired the possession, or a person whose parents are U.S. non-citizen nationals (subject to certain residency requirements).

“Utility” means electricity or gas provided by a company subject to regulation by the Public Utilities Commission of the State of Hawaii.

“Utility company” means an electric company or a gas company subject to regulation by the Public Utilities Commission of the State of Hawaii and which has entered into a written agreement with DHS to implement the program in accordance with these procedures.

“Vulnerability” means the additional energy burden of households with young children, meaning children ages five and under, or households with disabled adults or adults aged 60 and over.

1.3 ROLES IN IMPLEMENTING PROGRAM

The Department shall contract services from Provider Agencies to implement the program in accordance with a written Agreement, the State Plan for H-HEAP, and these procedures.

The Department shall establish vendor agreements with individual utility companies for the geographic area they serve, provided these companies agree to implement the program in accordance with the provisions stated in the vendor agreements, and comply with the State Plan for H-HEAP, and these procedures.

1.4 PROPOSED USE OF FUNDS

DHS shall reserve an amount, no less than fifty-four per cent of H-HEAP funds allocated to the State each federal fiscal year, for the purpose of providing EC assistance to eligible households. Gas paid as heating and Electric paid as cooling.

DHS shall reserve an amount, not to exceed twenty-five per cent of H-HEAP funds allocated to the State each federal fiscal year, for the purpose of providing ECI assistance on behalf of eligible households. ECI funds not issued to eligible households shall be added to the funds to be issued as EC.

DHS shall reserve ten percent of H-HEAP funds allocated to the State for Weatherization. Weatherization shall be administered by the Office of Community Services (OCS) Weatherization Program (WAP).

DHS shall carry over to the following federal fiscal year **one** percent of the H-HEAP funds allocated to the State each federal fiscal year for the purpose of providing utility payments on behalf of the eligible households whose payments are not issued in the current fiscal year.

DHS shall reserve an amount, not to exceed ten per cent of the funds each federal fiscal year, for administration of the program. Any costs exceeding the ten per cent shall be paid from non-federal sources under this title Section 2605(b)(9)(B).

In no event shall the issuance of EC and ECI assistance payments, combined with funds held over the following year and administrative costs, result in expenditure of funds greater than the amount allocated to the State for the program in any federal fiscal year.

In no event shall DHS accept applications for the program assistance to households in any federal fiscal year in which the State does not receive federal allocation for the program.

2. PROGRAM REQUIREMENTS:

2.1 RESIDENCE/SERVICE ADDRESS

- Applicants shall be a resident of the State.
- Applicants shall have a place of residence with an active utility account. Service for the account must be identified on the utility bill as a residential rate by the utility company.
- The service address of utility account shall be the same as the residence address.
- The applicant or adult household member shall be responsible for paying the utility bill to the utility company, or the household's prorated share of the utility bill if rent includes utilities or the bill is prorated amongst units.

2.2 CITIZENSHIP REQUIREMENTS

All eligible household members must be:

- A Citizen of the United States; or
- A Qualified Alien whose status is verified by the following documents:
 - Alien Lawfully Admitted for Permanent Residence
 - USCIS Form I-551 (Alien Registration Receipt Card, commonly known as a "green card"); or
 - Unexpired Temporary I-551 stamp in foreign passport or on USCIS Form I-94.
 - Asylee
 - USCIS Form I-94 annotated with stamp showing grant of asylum; or
 - USCIS Form I-688B (Employment Authorization Card) annotated "274a.12(a)(5)"; or
 - USCIS Form I-766 (Employment Authorization Document) annotated "A5"; or
 - Grant letter from the Asylum Office of USCIS; or
 - Order of an immigration judge granting asylum.
 - Refugee
 - USCIS Form I-94 annotated with stamp showing admission; or
 - USCIS Form I-688B (Employment Authorization Card) annotated "274a.12(a)(3)"; or
 - USCIS Form I-766 (Employment Authorization Document) annotated "A3"; or
 - USCIS Form I-571 (Refugee Travel Document).
 - Alien Paroled into the U.S. for at least One Year
 - USCIS Form I-94 with stamp showing admission for at least one year.
 - Alien Whose Deportation or Removal Was Withheld

- USCIS Form I-688B (Employment Authorization Card) annotated “274a.12(a)(10)”;
- USCIS Form I-766 (Employment Authorization Document) annotated “A10”;
- Order from an immigration judge showing deportation withheld.
- Alien Granted Conditional Entry
 - USCIS Form I-94 with stamp showing admission; or
 - USCIS Form I-688B (Employment Authorization Card) annotated “274a.12(a)(3)”;
 - USCIS Form I-766 (Employment Authorization Document) annotated “A3.”
- Cuban/Haitian Entrant
 - USCIS Form I-551 (Alien Registration Receipt Card, commonly known as a “green card”) with the code CU6, CU7, or CH6; or
 - Unexpired temporary I-551 stamp in foreign passport or on USCIS Form I-94 with the code CU6 or CU7; or
 - USCIS Form I-94 with stamp showing parole as “Cuba/Haitian Entrant”.
- Compacts of Free Association (COFA) citizens (the Federated States of Micronesia, the Republic of the Marshall Islands, and the Republic of Palau) residing in the United States.
 - Passport from their respective country
- Applicants, self-declaration of U. S. citizenship is acceptable, unless such declaration is questionable, then verification shall be requested.
- Applicants or household members who do not meet the citizenship requirements will disqualify the individual from the program, but the income of the individual will continue to count against the household size less the disqualified individual.

2.3 SIGNATURES AND IDENTIFICATION

- The adult applicant for the H-HEAP household must:
 1. Sign the application; and
 2. Provide proof of identity by providing a picture ID.
- The utility account holder must:
 1. Sign the Utility Information Release Form section of the form; and
 2. Provide a copy of their picture ID.
- Failure to sign the application, the L-3, or submit proof of identity disqualifies the entire household.

2.4 SOCIAL SECURITY NUMBERS

- All applicants and household members ages one (1) year and older must provide verification of a Social Security Number.
- Failure to provide a Social Security Number will disqualify the individual from the program, but all income will continue to count against the household less the disqualified individual.

2.5 CONSENT TO RELEASE

- Applicants must agree to release information of their utility account, past, current, and future to DHS and provider agencies.
- All applicants must agree to release information of their DHS cases to provider agencies and utility companies.
- Applicants who are not the subscriber must provide a signed Subscriber Authorization form and identification of the subscriber, even if the subscriber is another household member.
- If the subscriber is not a household member, the signed Subscriber Authorization form and identification of the subscriber must be submitted, certifying the applicant is responsible to pay the utility bill but is not the subscriber of the utility account, and the subscriber is not part of the H-HEAP application.

- If the subscriber is a realty company, realtor, organization, or management company, and the rent includes utilities, or the bill is prorated amongst units, the Landlord Agreement and Verification Form must be completed.
- Failure to comply will result in household ineligibility.

2.6 APPLICANT RESPONSIBILITY

- The household shall cooperate with the provider agency and utility company to enable the provider agency to determine eligibility of the household for the program, including information supported by documents to verify income and other eligibility factors. Failure to comply will result in household ineligibility.
- Household eligibility shall be based on the information provided as of the date of application and interview.

2.7 PROVIDER AGENCY RESPONSIBILITY

- When possible, utilize First-Contact Resolution so that application is processed in a single contact.
- Assist the applicant with the completion of the application form.
- Assist with the completion of the application process.
- Assist with the gathering of required documents.
- Act upon reported changes of address and utility account until disposition is made.
- Once disposition has been made on the H-HEAP application, send files to DHS.
- Notify applicant of disposition of application.
- Refer subsequent inquiries to DHS.

2.8 CATEGORICAL ELIGIBILITY

A categorically eligible household shall consist of the following:

- At least one household member who is a recipient of SNAP, TANF/TAF, GA, ABD or SSI.
- A household in which all mandatory household members are included in the DHS benefit case.
- If not the applicant, documentation showing that the categorically eligible household member resides in the home is required. Verification shall include but not be limited to a rental agreement showing person in the home or current mail or billings received at the residence. Minor children are the exception to this as a child is dependent on an adult.
- All household members must be listed on the application with their income.
- An eligibility determination for H-HEAP is required.
- Income for all household members shall be calculated as outlined in Section 5.5, but the household does not have to meet the Income Limits in Section 2.9.

2.9 INCOME LIMIT

- Households determined to be categorically eligible shall be allowed to participate in H-HEAP and do not have to meet income limit guidelines.
- Households that do not meet categorical eligibility must have an annual gross income less than the income limit for the household's eligible members for the program year.
- H-HEAP uses the annual income limit guidelines released by the U.S. Department of Health and Human Services, Administration for Children and Families, Division of Energy Assistance, maximum limits are 60% State Median Income (SMI) or 150% of the Federal Poverty Level (FPL).

2.10 ENERGY BURDEN

- Monthly electric cost divided by monthly income equals household Energy Burden.

- High burdened household shall be defined as 30 percent.

2.11 PERFORMANCE MEASURES

- Data Collection:
 1. Collect usage data for all Households and programs (both ECI and EC).
 2. Households must designate their main fuel source on their application.
 3. Collect and enter data for households with 12 consecutive months of bill data for the main fuel type (Electric or Gas), including annual (12 months) costs, monthly cost, annual usage, monthly usage.
 4. If main fuel type is not electricity, collect 12 consecutive months of bill data for main fuel type (Gas) and the secondary fuel type, (Electricity). Collect annual (12 months) costs, monthly cost, annual usage, monthly usage for both.
 5. Air Conditioning – Identify Centralized or Window/Wall mounted units.

2.12 OTHER REQUIREMENTS

- When households share custody of or apply for the same child, only one household can claim the child. When both parents/caretakers apply for the same child, the parent/caretaker who has the child the majority of the time can apply. If custody is shared equally, the parent/caretaker who applied first shall include the child in their H-HEAP application.
- Applicants can receive one of the two programs per federal fiscal year, either ECI or EC, not both.
- There is no limit to the number of times an applicant may reapply after being denied, however, an eligible household can only receive one payment per federal fiscal year.
- An applicant can only apply for one utility type, gas or electric. Once approved, benefits cannot be transferred from one utility type to the other.
- There is no splitting or sharing of benefits among different accounts.
- Applications are only accepted during the enrollment period. Once the enrollment period ends, the program is closed, and no further applications shall be accepted.
- Failure to meet program requirements will result in the household's ineligibility, unless otherwise specified.
- Ineligible household members include but are not limited to:
 1. Temporary caretakers whose primary residence is not with the applicant are exempt from applying.
 2. Individuals temporarily in the home such as visiting family members, including children visiting the non-custodial parent, home from boarding schools or college during school breaks.
 3. Individuals temporarily out of the home.
 4. Applicants residing in an institution. Institutions include but are not limited to:
 - a. Hospitals
 - b. Licensed Domiciliary Care Facilities (family care homes, homes for the intermediate care facilities, group living arrangements)
 - c. Skilled nursing facilities or homes
 - d. Alcohol and drug rehabilitation centers or treatment programs
 - e. Correctional facilities such as prisons, jails, etc.
 - f. Assisted living facilities/arrangements, including adult foster homes
- Ineligible Households include but are not limited to:
 1. Dormitories/boarding homes
 2. Temporary protective facilities, such as domestic violence shelters, group homes, etc.
 3. Homeless shelters
 4. A household in which electric and/or gas utility bill are paid for by a third-party outside of the home
 5. Commercial properties including private dwellings where the applicant rents out part of their home, including rooms, Airbnb, Bed and Breakfasts, vacation rentals.
 6. Dwellings with photovoltaic (PV) system that generates more energy than the household uses

2.13 CONFIDENTIALITY

The State of Hawaii restricts the disclosure of any information relating to applicants and recipients.

- All information about applicants and their household must be kept confidential.
- Do not identify or discuss the situation of any applicant or their household members with friends or family.
- All information (H-HEAP and HAWI) must be secured at the end of each day.
- Must be followed even after you are no longer employed by our agency.

2.14 ADMINISTRATIVE HEARINGS

A household may request a hearing when:

1. Application for ECI or EC is denied.
2. Application is not acted upon with reasonable promptness.

DHS shall offer administrative hearings to all applicants of the program. The hearings are intended to give the household's the opportunity to explain their situation.

Every applicant shall have the right to submit a written request naming an authorized representative for hearing purposes. The written authorization shall be received by H-HEAP before H-HEAP acknowledges the any action taken by the authorized representative on the applicant's behalf.

Every applicant shall be informed in writing at the time of application and at the time of action taken of their ability to request a written request for an administrative hearing.

An applicant or recipient may request an administrative hearing with the provider agency within ninety (90) days of the date of their notice of decision for ECI or EC. The request must be in writing utilizing form DHS 1461, Request for Administrative Hearing. The provider agency shall provide the applicant with the DHS 1461.

Once the DHS 1461 is received, the provider agency shall forward the request for administrative hearing to the State H-HEAP Coordinator within three (3) calendar days of receipt of the written request.

The State H-HEAP Coordinator completes the administrative hearing report with supporting documents and represents the State at the hearing. A provider agency representative must be present at the hearing.

An administrative hearing shall be held in a place reasonably convenient to the household. The hearing officer shall be designated by the Administrative Appeals Office and shall be an individual not involved in the determination leading to the decision being appealed.

2.15 FRAUD

H-HEAP households found to have misrepresented their household circumstances with the intent to receive benefits which they would not otherwise be eligible for, or which resulted in an erroneous payment will be disqualified from participation in H-HEAP for one year. The disqualification period is one year for each infraction. Circumstances include, but are not limited to household size, living arrangements, and income. and/or each year of erroneous issuance. The provider agency will provide the applicant with a written notification explaining the period of disqualification.

Individuals reporting fraud should be referred to the Fraud Hotline on their island:

Oahu	808-587-8444
Hawaii	808-933-8899
Kauai	808-241-7106
Maui	808-243-5840

Individuals wanting to report fraud need to complete a Fraud Referral Form, DHS 1474 and submit it to their supervisor and routed to the State H-HEAP Coordinator.

Individuals found guilty of fraud may be disqualified and/or prosecuted for fraud.

3. **ENERGY CRISIS INTERVENTION (ECI)**

3.1 PURPOSE AND GUIDELINES

The purpose of ECI shall be to restore or prevent termination of electric/gas power in the current residence of the household at the account number on the termination notice submitted by the household applying for H-HEAP benefits; or offset past-due rent or applicant's share of the electric/gas cost when rent includes electric/gas or is prorated amongst units on a shared meter.

Applications for ECI shall be accepted during the application period and shall be terminated prior to the end of the application period if the funds reserved for ECI are expended.

ECI amounts approved for eligible households shall be paid directly to the utility company.

3.2 ELIGIBILITY REQUIREMENTS

The household shall meet all the Program Requirements; and

The household shall meet all the following conditions for ECI:

1. The household shall submit an application form via in-person; drop-off; mail-in; or when the agency allows, via electronic submission.
2. If the household submits a complete application with all required documents and verification, the application can be reviewed and processed via a desk review by an intake worker.
3. The household shall be interviewed when the application is incomplete or required verification is not submitted.
 - a. The interview can be telephonic to expedite processing time.
 - b. Missing documents and verification shall be requested via a Pending Notice stating the required documents and due date.
 - c. Failure to submit required items, conduct the interview, and/or provide pending items shall result in denial of application.
4. The household shall submit a termination notice from the utility company for their residence or verification they are past-due on their rent when rent includes utilities.
5. If service was terminated, submit the final termination bill.
6. The household shall submit verification that they currently reside at the address listed on the termination notice.
7. The household shall submit a current electric bill with usage data.

8. The H-HEAP applicant/household must be paying the utility bill, have their rent include electric/gas, or have electric/gas costs prorated amongst units on a shared meter and owe a share. If the utility bill is paid by a third party not in the household, the household shall not be eligible.
9. Utility power would be restored in the current residence of the eligible household if payment under this section were to be issued.
10. The provider agency shall make arrangements with the utility company to restore service to the household not later than forty-eight hours after the household is determined eligible for ECI, and no later than eighteen hours when the household is in a life-threatening situation. The provider agency shall be responsible to determine whether the situation is life-threatening and notify the utility company of the situation.
11. Payment shall be based upon the amount owed on the final disconnect notice to prevent termination or to restore power, or the household's prorated share of the utility bill if rent includes utilities or the bill is prorated amongst units. The payment is not to exceed the maximum standard as by the State Plan. Payments may include the past due amount, any current outstanding charges, deposits, surcharges, service charges or rental fees, or not to exceed the maximum annual ECI H-HEAP payment amount. Payment amount is subject to change according to increases or reduction of federal appropriations.
12. The household shall be required to meet with a utility company representative to review the account status and work out a payment schedule when the amount required to restore or prevent termination of utility power exceeds the maximum annual ECI H-HEAP payment amount. Once completed, the utility company representative will complete the H-HEAP form authorizing ECI payment.
13. Applicant and adult household members have not been sanctioned for one federal fiscal year for misrepresenting their household's circumstances. Household's circumstances include but are not limited to household composition and/or income.
14. Households shall not qualify for benefits under this section when they are applicants for or have been determined eligible for EC. The provider agency may assist the household in determining this type of assistance being requested.

4. ENERGY CREDITS (EC)

4.1 PURPOSE AND GUIDELINES

The purpose of EC shall be to help eligible households offset the rising costs of energy for their residence.

Applications for EC shall be accepted during the enrollment period and shall not be accepted prior to the end of the enrollment period when the Department determines that additional applications would result in expenditure of funds greater than the amount allocated to the State for the program in any federal fiscal year.

Application period will be announced in one or more of the following:

Notification via billing, utility newsletters and/or their website. Agencies provide posters announcing enrollment period in the community. The State posts announcements in State offices and on the DHS website. The State, Agency, or Utility Company is not responsible for any households who claim they do not receive their bills.

Credit amounts approved for eligible households shall be paid directly to the utility company.

The household shall have energy service with the specified island utility company for which the household requested energy assistance at the time of application.

4.2 ELIGIBILITY REQUIREMENTS

A household shall meet all the Program Requirements; and

A household shall meet all the following conditions:

1. The household shall submit an application form via in-person; drop-off; mail-in; or when the agency allows, via electronic submission.
2. If the household submits a complete application with all required documents and verification, the application can be reviewed and processed via a desk review by an intake worker.
3. The household shall be interviewed when the application is incomplete or required verification is not submitted.
 - a. The interview can be telephonic to expedite processing time.
 - b. Missing documents and verification shall be requested via a Pending Notice stating the required documents and due date.
 - c. Failure to submit required items, conduct the interview, and/or provide pending items shall result in denial of application.
4. The household shall submit a current electric or gas bill.
5. Households declaring gas as their primary utility must also submit a current electric bill. Electricity is the secondary utility, and the bill shall reflect the annual usage and amounts.
6. The household shall submit verification that they currently reside at the address listed on the utility bill; and
7. A photovoltaic household enrolled in a program such as but not limited to Net metering, Nem Pilot Project, Rollover, etc., shall have a utility bill that reflects charges for usage in excess of generation. Currently the household must be consuming more kilowatts than they generate resulting in a monthly charge for kilowatt usage added to monthly fees. Usage shall be determined using a one-year billing cycle.
8. The H-HEAP applicant/household must be paying the utility bill, or the household's prorated share of the utility bill if rent includes utilities or the bill is prorated amongst units. If the utility bill is paid by a third party not in the household, the household shall not be eligible.
9. On the day the utility company posts the EC benefit, the household shall have an active account number for residential energy service with the specified island utility company for which the household requested EC at application. If for any reason the utility company cannot locate or identify an active account number for the household in its computer files, it shall not be issued, and the household shall be ineligible for EC.
10. Applicant and adult household member have not been sanctioned for a federal fiscal year for misrepresenting their household's circumstances.

5. **CALCULATION OF INCOME:**

5.1 ANNUAL INCOME

Calculation of annual income for all households is based on the composition of the households:

1. Categorical households:
 - If a household is in receipt of SNAP, SSI, and/or TANF/TAONF/GA/AABD, the entire household shall be considered categorically eligible for income. Households in receipt of benefits from DHS must include all mandatory household members in order for the household to be categorically eligible.
 - Income for all members of a categorical household shall be collected and calculated.
 - Transitional Benefits Alternative (TBA) households are not considered categorically eligible as TBA is not considered a SNAP eligible household nor means-tested.
2. Regular Households:
 - Applicant households who are not in receipt of SNAP, SSI, and/or TANF/TAONF will have their income calculated using actual income received in the month prior to the date of application. For example, if an application is dated June 5th, then all household income for the month of May (prior month) must be verified.
 - An exception to projecting income for a regular household is self-employed households.
 1. Income from self-employment shall be determined by deducting from the amount received from the sale of goods and services, those expenses directly related to producing the goods or services. Items

such as depreciation, personal expenses, meals, and personal transportation shall not be deducted as business expenses.

2. A business expense shall be an allowable deduction from monthly gross self-employment income only if verified.
3. A self-employed person shall:
 - a. Sell a service or product for a profit; and
 - b. Be independently responsible for obtaining or providing a service or product; and
 - c. Have verified independent costs and expenses needed to provide a service or product; and
 - d. Determine independently the manner, method, and process of business operations; and
 - e. Have success or failure of the business operation depend upon the efforts of the business.
 - f. Persons who do not meet the self-employment requirements specified, shall have the monthly gross income from the work activity counted as the monthly earned income.

5.2 EARNED INCOME

Earned income is income received by an individual for which a service is performed. Earned income includes but is not limited to the following:

1. Wages
2. Military base pay, basic allowance for housing (BAH), basic allowance for subsistence (BAS)
3. Salaries
4. Commissions
5. Money from self-employment
6. Tips and Gratuities
7. Sick Pay
8. Temporary Disability Insurance
9. Royalties

5.3 UNEARNED INCOME

Unearned Income is money received or available to be received by the household which is not classified as earned income. Unearned income includes but is not limited to the following:

1. Pensions and annuities such as Railroad Retirement, Social Security, Supplemental Security Insurance (SSI), Veterans Assistance
2. Disability benefits such as Worker's Compensation
3. Unemployment Compensation
4. Strike or union benefits
5. Child support and alimony
6. Trust payments and dividends
7. Money from sales contracts and mortgages
8. Personal injury settlements
9. TANF/TAONF
10. General Assistance (GA)
11. Assistance to the Aged, Blind & Disabled (AABD)
12. Foster Care Payments
13. Adoption Assistance
14. Rental Property Income, unless client also manages the property, this income is then earned income
15. Contributions from friends, family, or community agencies
16. Lump sum payments for Social Security, SSI, Insurance settlements

5.4 EXEMPT INCOME

Exempt Income is not counted towards the household's total income and includes:

1. Earned Income Tax Credit (EITC)
2. All financial aid and scholarships both federal and private, such as PELL grants
3. All loans (includes student loans and personal loans)
4. College work-study must be coded as work study on pay stub; all other earned income is countable.
5. VA GI Bill for education expenses are exempt, monies paid as living allowances are countable income.
6. One-time payments from a welfare agency, church, or social organization to a family or person who is in temporary financial difficulty, such as TANF NRST benefits.
7. Public assistance benefits such as SNAP, TBA, child care subsidy, First-to-Work or Employment and Training Support Service payments, etc. are not counted as income.

5.5 CALCULATING INCOME

1. Households shall have their income calculated by using their prior months' income annualized, or the household's most current economic situation, whichever is lower.
 - a. Determine if the income is a continuous or annual source. A continuous or annual source would include annual salaries paid in less than 12 equal monthly payments. If the income source is a short-term source (e.g., a 6-month contract, etc.), determine the total timeframe to be used (6 months, 9 months, etc.).
 - b. Total all countable income for the household within the past 30-day period.
 - i. If the source is continuous/annual: Multiply by 12 to calculate the gross income. Determine the household's income eligible (equal to less than 60% SMI or 150% FPG depending on number of household members).
 - ii. If the source is less than an annual source, multiply by the number of months that the income source is available.
 - c. If using most current economic situation, subrecipient should consider an applicant had been unemployed and just got a job, or the applicant recently became unemployed and is still unemployed at the time of application.
 - d. When determining annual income, use whichever method will provide the most accurate representation of the applicant's current economic situation.
 - e. For salaried employees, such as teachers and select school employees who may periodically go unpaid during periods of employment (such as summer vacation), the subrecipient will reserve the right to calculate income based on their gross salary and any additional overtime payments they may have received over the past 12 months.
2. Households with new sources of income in the prior month shall have their income calculated using hourly income multiplied by hours per week, multiplied by 4.3333 for weekly income, 2.6667 for biweekly income and 2 for income received twice a month.
3. See the attached Chart.

CALCULATING INCOME

Prior Month's Income	Add all income (earned and unearned) received by all household members in the month prior to Date of Application (DOA). (For example: Application date of June 5, use May's income.) Consider household's current situation (unemployed, reduced hours, new job, etc.)
Annualize Income	Stable (continuous) income – Multiply prior month's income by 12. OR If the income is short-term (e.g. 9-month employee) multiply by months

	<p>worked/will work.</p> <p>OR</p> <p>New source of Hourly income (including any tips): Hourly Pay x Hours/week = Weekly pay, add in any tips. Weekly Pay x 4.3333 = Monthly Income. Annualize income.</p>
Annual Income	Total income from all household members must be below income limits for <u>eligible</u> household members.

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6. CALCULATION OF EC BENEFITS

Payment amounts for Energy Credit are subject to change according to increases or reduction of federal appropriations.

- 6.1 Public/Subsidized Housing – The level of benefits for eligible households in public/subsidized housing will be a flat-rate, determined annually and based on their eligible household size:

Household size 1-2
Household size 3-5
Household size 6 or more

- 6.2 Photovoltaic Systems – The level of benefits for eligible households with photovoltaic systems generating less power than they are consuming will be a flat-rate, determined annually and based on their eligible household size:

Household size 1-2
Household size 3-5
Household size 6 or more

- 6.4 The level of benefits for eligible households not residing in public/subsidized housing or do not have photovoltaic systems shall be based on the total number of points assigned to the household in five categories. Points shall be assigned in the five categories as follows:

- 1) Income level – percent of the applicant household's gross income is or maximum income limits established by the State for that size household. For categorical households: Categorical income (SSI or HAWI income)+ income from any non-categorical household members= Household total gross income. Income points are based on household total gross income.

<u>Percent of maximum income limits</u>	<u>Points</u>
151% FPL and above	0
101-150% FPL	1
51-100% FPL	2
0-50% FPL	3

- 2) Household size – the number of eligible persons in the applicant household.

<u>Persons</u>	<u>Points</u>
1 to 2	1
3 to 5	2
6 or more	3

- 3) Region difference – the island of residence of the applicant household.

<u>Region</u>	<u>Points</u>
Oahu	1
Hawaii, Maui, Lanai, Molokai, Kauai	2

- 4) Vulnerability – applicant household consisting of one or more of the following types of eligible individuals: a child age five and under, a disabled adult, or an adult age 60 and over. 1

5) Energy burden 30% or greater.

Points

1

PAYMENT DETERMINATION

Funds reserved for EC shall be distributed to flat-rate households. Remaining funds shall be divided by the total number of points for all remaining eligible households to determine a statewide dollar value per point. Each household's EC payment shall be determined by multiplying the household's point total by the statewide dollar value per point.

6.5 PAYMENT OF EC BENEFIT

The amount of EC approved for an eligible household shall be paid directly to the utility company for which the household requested EC at application. Payments to the utility accounts of eligible household shall be issued by the Department to the utility company no later than the last day of the calendar year in which the application is filed.

An account number at the utility company shall be credited no more than once by the utility company.

After the EC is posted to their utility account, households shall not be entitled to receive cash payments from the utility company when the utility company determines the household does not intend to use H-HEAP funds for utility needs.

Households shall not qualify for benefits under this section when they are applicants for or have been determined eligible for ECI. The provider agency may assist the household in determining the type of assistance being requested.

8. NOTICE OF DISPOSITION OF APPLICATION

Agencies are responsible to issue a Notice of Disposition of Application (L-8) to all ECI and EC applicants notifying them of the outcome (denial or approval) of their application. Through the validation process, a household initially determined approved may be denied based on information received after disposition is made, including but not limited to: closing of account with no new account established, death of single applicant, moving out of state, etc.

A secondary notice will be sent by DHS to households approved for EC, informing the household of their benefit amount.

9. DISREGARD OF H-HEAP BENEFITS

DHS shall not count as income or asset any H-HEAP payment for any purpose under any federal or state law administered by DHS, including any law relating to public assistance or welfare programs, unless enacted in express limitation of H-HEAP statutory prohibition.

DHS shall not consider H-HEAP payments in the determination of eligibility or benefits for SNAP, including the calculation of excess shelter deduction.

9. NATURAL DISASTER ASSISTANCE

An additional H-HEAP payment may be provided to eligible households who are in need because of a natural disaster.

1. Payment must be tied in some way to the household's energy assistance need or emergency.
2. Applicant's household income must be below annual income limits or meet the categorical eligibility requirements.
3. Activities that may be allowable uses of H-HEAP funds to deal with crisis situations:
 - a. Costs to temporarily shelter or house individuals in hotels, apartments or to other living situation in which homes have been destroyed or damaged, i.e., placing people in settings to preserve health and safety and to move them away from the crisis area.
 - b. Costs for transportation (such as cars, shuttles, buses) to move individuals away from the crisis area to shelters, when health and safety is endangered by loss of access to heating or cooling.
 - c. Utility reconnection costs.
 - d. Repair or replacement costs for furnaces and air conditioners.
 - e. Insulation repair.
 - f. Coats and blankets, as tangible benefits to keep individuals warm.
 - g. Crisis payments for utilities and utility deposits.
 - h. Purchase of fans, air conditioners and generators.
5. Unallowable uses of H-HEAP funds that are not home energy related:
 - a. Payments for water/sewage
 - b. Mortgage or rent assistance unless it a necessary cost to shelter individuals from the crisis situation for a TEMPORARY period of time.
 - c. Utility assistance or households housing displaced victims UNLESS the household is already low income and qualified for H-HEAP assistance.
 - d. Ramps and wheelchairs.
 - e. School uniforms and school supplies.
 - f. Clothing (except coats)
 - g. Mattresses, cots, air beds and pillows.

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2026 CATEGORICAL INCOME

*Income limits are current federal projections, pending official release of FY 2026 charts

HH Size	Annual Income	HH Size	Annual Income
1	\$17,990	11	\$81,290
2	\$24,320	12	\$87,620
3	\$30,650	13	\$93,950
4	\$36,980	14	\$100,280
5	\$43,310	15	\$106,610
6	\$49,640	16	\$112,940
7	\$55,970	17	\$119,270
8	\$62,300	18	\$125,600
9	\$68,630	19	\$131,930
10	\$74,960	20	\$138,260

DETERMINING CATEGORICAL ELIGIBILITY

Household	Calculation
HH is receiving SNAP, SSI, TANF, GA or AABD	Assign income from the Categorical Income Chart
No one has SNAP, SSI, TANF, GA or AABD	Calculate income
<p>**Income is assigned based on eligible household members**</p> <p>SSI = Supplemental Security Income is <u>NOT</u> Social Security Disability Benefits.</p>	

BENEFIT MATRIX FOR HAWAII H-HEAP 2026

H-HEAP HEATING AND COOLING ENERGY CREDIT (EC)

Subsidized Households (RS) Public Housing, Rent Subsidy, or Photovoltaic (PV) Households Flat rate benefit based on eligible household size	
Household size 1-2	\$375
Household size 3-5	\$425
Household size 6 or more	\$475

Non-Subsidized Households (PD) Private Dwelling		
<p>EC PD households are awarded points based on household's situation. Available EC funds are distributed amongst points, resulting in a Value Per Point (VPP). VPP and household's benefit amount varies annually depending on points awarded and available funds. Example: Available funds and points collected statewide result in a VPP of \$140. A household is approved for EC and awarded 4 points. The household's EC benefit will be \$140 X4 = \$560</p>		
Category	Factors	Possible Points
Income Level	Refer to the Points for Income Chart	0, 1, 2, or 3
Household Size	1-2	1
	3-5	2
	6 or more	3
Regional Difference	O`ahu	1
	Hawai`i Island, Maui, Lāna`i, Kaua`i, Moloka`i	2
Vulnerability	Elderly (60+), disabled, and/or children under age 5	1
Energy Burden	30% of income or greater	1
Minimum points available:	O`ahu	2
	Hawai`i Island, Maui, Lāna`i, Moloka`i, Kaua`i	3
Maximum points available:	O`ahu	9
	Hawai`i Island, Maui, Lāna`i, Moloka`i, Kaua`i	10

H-HEAP ENERGY CRISIS INTERVENTION (ECI)

MAXIMUM AMOUNT:

\$700

ECI payment is based on past due amount, not to exceed maximum.

*Benefit amount is subject to change in the event of federal appropriation increase or decrease.

2026 H-HEAP INCOME LIMITS

Income limits are set to the maximum allowed under federal LIHEAP policy and are current projections, pending release of FY 2026 charts.

60% SMI for household size 1-10

150% FPG for household size 11-20

Eligible HH Size	All Programs	Eligible HH Size	All Programs	Eligible HH Size	All Programs	Eligible HH Size	All Programs
1	\$41,941	6	\$106,454	11	\$121,935	16	\$169,410
2	\$54,846	7	\$108,885	12	\$131,430	17	\$178,905
3	\$67,751	8	\$111,305	13	\$140,925	18	\$188,400
4	\$80,656	9	\$113,724	14	\$150,420	19	\$197,895
5	\$93,560	10	\$116,144	15	\$159,915	20	\$207,390

POINTS FOR INCOME

Non-Subsidized Households Private Dwelling (PD)				
Household Size	3 Points 0 - 50% HHS FPG	2 Points 51% - 100% HHS FPG	1 Point 101% - 150% HHS FPG	0 Points 151% and above HHS FPG
1	\$0 - \$8,995	\$8,996 - \$17,990	\$17,991 - \$26,985	\$26,986
2	\$0 - \$12,160	\$12,161 - \$24,320	\$24,321 - \$36,480	\$36,481
3	\$0 - \$15,325	\$15,326 - \$30,650	\$30,651 - \$45,975	\$45,976
4	\$0 - \$18,490	\$18,491 - \$36,980	\$36,981 - \$55,470	\$55,471
5	\$0 - \$21,655	\$21,656 - \$43,310	\$43,311 - \$64,965	\$64,966
6	\$0 - \$24,820	\$24,821 - \$49,640	\$49,641 - \$74,460	\$74,461
7	\$0 - \$27,985	\$27,986 - \$55,970	\$55,971 - \$83,955	\$83,956
8	\$0 - \$31,150	\$31,151 - \$62,300	\$62,301 - \$93,450	\$93,451
9	\$0 - \$34,315	\$34,316 - \$68,630	\$68,631 - \$102,945	\$102,946
10	\$0 - \$37,480	\$37,481 - \$74,960	\$74,961 - \$112,440	\$112,441
11	\$0 - \$40,645	\$40,646 - \$81,290	\$81,291 - \$121,935	\$121,936
12	\$0 - \$43,810	\$43,811 - \$87,620	\$87,621 - \$131,430	\$131,431
13	\$0 - \$46,975	\$46,976 - \$93,950	\$93,951 - \$140,925	\$140,926
14	\$0 - \$50,140	\$50,141 - \$100,280	\$100,281 - \$150,420	\$150,421
15	\$0 - \$53,305	\$53,306 - \$106,610	\$106,611 - \$159,915	\$159,916
16	\$0 - \$56,470	\$56,471 - \$112,940	\$112,941 - \$169,410	\$169,411
17	\$0 - \$59,635	\$59,636 - \$119,270	\$119,271 - \$178,905	\$ 178,906
18	\$0 - \$62,800	\$62,801 - \$125,600	\$125,601 - \$188,400	\$ 188,401
19	\$0 - \$65,965	\$65,966 - \$131,930	\$131,931 - \$197,895	\$ 197,896
20	\$0 - \$69,130	\$69,131 - \$138,260	\$138,261 - \$207,390	\$ 207,391

Categorical households – Household is in receipt of SNAP, SSI, GA, AABD or TANF. Total the income for all household members and award points based on total income for eligible HH size.

Regular households – No one receives SNAP, SSI, GA, AABD or TANF. Total the income for all household members. Income must be below income limits for eligible HH size. Award points based on total income for eligible HH size.