**New Hampshire Crisis Intervention and Incentive Component**

**FY 14 New Hampshire LIHEAP PLAN (Excerpt, Attachment D)**

The crisis intervention component of New Hampshire’s LIHEAP has been developed as a “fast-track” system, integrated into the regular heating assistance program, for prioritizing and expediting applications for low income households experiencing energy emergencies. The definition of a response to an "energy emergency" is drawn directly from the Federal Low Income Home Energy Assistance Act, as amended, 42 U.S.C. 2604.

The purpose of this “fast-track” system is to provide an immediate response to heating emergencies, while steering applicants into the mainstream heating assistance component with full benefits. Emergency applications are given priority during the intake, certification, authorization and notification process. Community Action Agencies (CAAs) are required to provide emergency services within 18 or 48 hours of the household’s application or request, in accordance with the statute and corresponding procedures outlined in the Fuel Assistance Program 2014 Procedures Manual.

OEP and the CAAs have been able to reduce the numbers of repeat households in need of emergency services through Assurance 16 activities and the Incentive Program. Households with emergency applications during the previous year’s program are targeted for budget and conservation counseling through Assurance 16. Participants of the Incentive Program are able to get a preseason delivery of fuel, helping them to sustain heat in the home until the heating assistance program opens.

Applications for households with at least one member who is age 60 or over, disabled or a child under the age of 6 are processed prior to the heating season to help minimize the occurrence of emergency authorizations.

The criteria for designating a household in an energy emergency are:

1. A life-threatening energy emergency requiring a response within 18 hours after application will include households with no-heat, disconnected utilities and may include applicants who are homeless.
2. An energy emergency requiring a response within 48 hours after application may include households with low-heat, utility shut-off and/or rental eviction.

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**Crisis Intervention Component**

UNUSUAL EMERGENCIES

An energy emergency might also be the result a natural disaster such as a fire, hurricane or flood, which may force relocation or homelessness. When no other assistance is available from public or private resources, crisis assistance may be provided in the form of:

1. A payment toward a security deposit for an income eligible household that is homeless in order to secure housing (in which heat is included in the rent) thereby gaining access to ongoing FAP heating assistance benefits;
2. A payment toward a security deposit required by a utility company prior to connection of service toward which additional FAP benefits may be paid.

**Excerpt: Vendor Agreement**

Section 5. FUEL ASSISTANCE INCENTIVE PROGRAM

The Supplier agrees to the following conditions of the Fuel Assistance Incentive Program:

1. The Supplier that delivers fuel agrees to send (*Community Action Agency*) a list of any current customer FAP certified eligible households with accounts that are current with no past due as of May 31, 2014.
2. The Supplier that is an electric or natural gas company agrees to send

(*Community Action Agency*) a list of current customer FAP certified eligible households with accounts that are current with no past due as of May 31, 2014.

3. The Supplier understands that when funding is available and upon implementation of the FAP Incentive Program, (*Community Action Agency*) will provide an Incentive benefit payment of $75.00, paid to the supplier and established as a credit for any FAP certified eligible household on the May 31, 2014 list.