# DETAILED MODEL PLAN (LIHEAP)

Program Name: Low Income Home Energy Assistance  
Grantee Name: RIVERSIDE  
Report Name: DETAILED MODEL PLAN (LIHEAP)  
Report Period: 10/01/2016 to 09/30/2017  
Report Status: Submission Accepted by CO

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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.: 0970-0075
Expiration Date: 06/30/2017

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)
MODEL PLAN
SF - 424 - MANDATORY

* 1.a. Type of Submission: ( ) Plan
* 1.b. Frequency: ( ) Annual
* 1.c. Consolidated Application/Plan/Funding Request?
Explanation:
* 1.d. Version:
( ) Initial
( ) Resubmission
( ) Revision
( ) Update

2. Date Received:
State Use Only:

3. Applicant Identifier:

4a. Federal Entity Identifier:

5. Date Received By State:

4b. Federal Award Identifier:

6. State Application Identifier:

7. APPLICANT INFORMATION

* a. Legal Name: Riverside-San Bernardino County Indian Health, Inc.
* c. Organizational DUNS: 037383965
* d. Address:

* Street 1: INDIAN HEALTH, INC., MORONGO CLINIC
* City: BANNING
* State: CA
* Country: United States
* Zip / Postal Code: 92220 -

* e. Organizational Unit:

Department Name: Division Name:

f. Name and contact information of person to be contacted on matters involving this application:

Prefix: * First Name: Cynthia
* Last Name: Palacios
Suffix: Title: LIHEAP Coordinator
Organizational Affiliation:
* Telephone Number: 800-732-8805
Fax Number: * Email: cpalacios@rsbcihi.org

* 8a. TYPE OF APPLICANT:
K. Indian/Native American Tribally Designated Organization
b. Additional Description:

* 9. Name of Federal Agency:

Catalog of Federal Domestic Assistance Number: 93568
CFDA Title: Low-Income Home Energy Assistance

10. CFDA Numbers and Titles

11. Descriptive Title of Applicant's Project

12. Areas Affected by Funding

13. CONGRESSIONAL DISTRICTS OF:

* a. Applicant 36
b. Program/Project: Tribe (Consortium)

Attach an additional list of Program/Project Congressional Districts if needed.
### 14. FUNDING PERIOD:

| a. Start Date: | 10/01/2016 |
| b. End Date: | 09/30/2017 |

### 15. ESTIMATED FUNDING:

| a. Federal ($) | $0 |
| b. Match ($) | $0 |

### 16. IS SUBMISSION SUBJECT TO REVIEW BY STATE UNDER EXECUTIVE ORDER 12372 Process?

| a. This submission was made available to the State under the Executive Order 12372 |
| b. Program is subject to E.O. 12372 but has not been selected by State for review. |
| c. Program is not covered by E.O. 12372. |

### 17. Is The Applicant Delinquent On Any Federal Debt?

- [ ] YES
- [x] NO

**Explanation:**

N/A

18. By signing this application, I certify (1) to the statements contained in the list of certifications** and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances** and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001)

**I Agree**

**The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.**

18a. Typed or Printed Name and Title of Authorized Certifying Official

| Cynthia A. Palacios |

18b. Signature of Authorized Certifying Official

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

| cpalacios@rsbcihi.org |

18d. Email Address

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

| 08/24/2016 |

Attach supporting documents as specified in agency instructions.
Section 1 - Program Components

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)
MODEL PLAN
SF - 424 - MANDATORY

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

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
OMB Approval No. 0970-0075
Expiration Date: 02/28/2005

THE PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13) Use of this model plan is optional. However, the information requested is required in order to receive a Low Income Home Energy Assistance Program (LIHEAP) grant in years in which the grantee is not permitted to file an abbreviated plan. Public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

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.)

<table>
<thead>
<tr>
<th>Component</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heating assistance</td>
<td>10/01/2016</td>
<td>04/30/2017</td>
</tr>
<tr>
<td>Cooling assistance</td>
<td>05/01/2017</td>
<td>09/30/2017</td>
</tr>
<tr>
<td>Crisis assistance</td>
<td>10/01/2016</td>
<td>09/30/2017</td>
</tr>
<tr>
<td>Weatherization assistance</td>
<td>10/01/2016</td>
<td>09/30/2017</td>
</tr>
</tbody>
</table>

Provide further explanation for the dates of operation, if necessary

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%.

<table>
<thead>
<tr>
<th>Component</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heating assistance</td>
<td>25.00%</td>
</tr>
<tr>
<td>Cooling assistance</td>
<td>5.00%</td>
</tr>
<tr>
<td>Crisis assistance</td>
<td>50.00%</td>
</tr>
<tr>
<td>Weatherization assistance</td>
<td>10.00%</td>
</tr>
<tr>
<td>Carryover to the following federal fiscal year</td>
<td>0.00%</td>
</tr>
<tr>
<td>Administrative and planning costs</td>
<td>10.00%</td>
</tr>
<tr>
<td>Services to reduce home energy needs including needs assessment (Assurance 16)</td>
<td>0.00%</td>
</tr>
<tr>
<td>Used to develop and implement leveraging activities</td>
<td>0.00%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

Alternate Use of Crisis Assistance Funds, 2605(c)(1)(C)
1.3 The funds reserved for winter crisis assistance that have not been expended by March 15 will be reprogrammed to:

- [✓] Heating assistance
- [✓] Cooling assistance
- [✓] Weatherization assistance
- [ ] 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 one household member receives one of the following categories of benefits in the left column below?

- [✓] Heating
- [✓] Cooling
- [✓] Weatherization
- [ ] Other (specify)

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

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Heating</th>
<th>Cooling</th>
<th>Crisis</th>
<th>Weatherization</th>
</tr>
</thead>
<tbody>
<tr>
<td>TANF</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SSI</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SNAP</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Means-tested Veterans Programs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other(Specify) 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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?

Our program accepts LIHEAP applicants based on the eligibility guidelines we set forth in our grant application, we take into consideration an applicant gross monthly income, number of dependents residing in the household and utility cost when considering eligibility for the LIHEAP program.

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

- [ ] Once Per Year
- [ ] Once every five years
- [ ] Other - Describe:

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

- [ ] N/A

Determination of Eligibility - Countable Income

1.8. In determining a household's income eligibility for LIHEAP, do you use gross income or net income?

- [✓] Gross Income
- [ ] Net Income

1.9. Select all the applicable forms of countable income used to determine a household's income eligibility for LIHEAP

- [✓] Wages
- [✓] Self - Employment Income
- [✓] Contract Income
- [✓] Payments from mortgage or Sales Contracts
<table>
<thead>
<tr>
<th>Income Source</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unemployment insurance</td>
<td></td>
</tr>
<tr>
<td>Strike Pay</td>
<td></td>
</tr>
<tr>
<td>Social Security Administration (SSA) benefits</td>
<td></td>
</tr>
<tr>
<td>Supplemental Security Income (SSI)</td>
<td></td>
</tr>
<tr>
<td>Retirement / pension benefits</td>
<td></td>
</tr>
<tr>
<td>General Assistance benefits</td>
<td></td>
</tr>
<tr>
<td>Temporary Assistance for Needy Families (TANF) benefits</td>
<td></td>
</tr>
<tr>
<td>Supplemental Nutrition Assistance Program (SNAP) benefits</td>
<td></td>
</tr>
<tr>
<td>Women, Infants, and Children Supplemental Nutrition Program (WIC) benefits</td>
<td></td>
</tr>
<tr>
<td>Loans that need to be repaid</td>
<td></td>
</tr>
<tr>
<td>Cash gifts</td>
<td></td>
</tr>
<tr>
<td>Savings account balance</td>
<td></td>
</tr>
<tr>
<td>One-time lump-sum payments, such as rebates/credits, winnings from lotteries, refund deposits, etc.</td>
<td></td>
</tr>
<tr>
<td>Jury duty compensation</td>
<td></td>
</tr>
<tr>
<td>Rental income</td>
<td></td>
</tr>
<tr>
<td>Income from employment through Workforce Investment Act (WIA)</td>
<td></td>
</tr>
<tr>
<td>Income from work study programs</td>
<td></td>
</tr>
<tr>
<td>Alimony</td>
<td></td>
</tr>
<tr>
<td>Child support</td>
<td></td>
</tr>
<tr>
<td>Interest, dividends, or royalties</td>
<td></td>
</tr>
<tr>
<td>Commissions</td>
<td></td>
</tr>
<tr>
<td>Legal settlements</td>
<td></td>
</tr>
<tr>
<td>Insurance payments made directly to the insured</td>
<td></td>
</tr>
<tr>
<td>Insurance payments made specifically for the repayment of a bill, debt, or estimate</td>
<td></td>
</tr>
<tr>
<td>Veterans Administration (VA) benefits</td>
<td></td>
</tr>
<tr>
<td>Earned income of a child under the age of 18</td>
<td></td>
</tr>
<tr>
<td>Balance of retirement, pension, or annuity accounts where funds cannot be withdrawn without a penalty.</td>
<td></td>
</tr>
<tr>
<td>Income tax refunds</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td></td>
<td>Stipends from senior companion programs, such as VISTA</td>
</tr>
<tr>
<td></td>
<td>Funds received by household for the care of a foster child</td>
</tr>
<tr>
<td></td>
<td>Ameri-Corp Program payments for living allowances, earnings, and in-kind aid</td>
</tr>
<tr>
<td></td>
<td>Reimbursements (for mileage, gas, lodging, meals, etc.)</td>
</tr>
<tr>
<td></td>
<td>Other</td>
</tr>
</tbody>
</table>

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
### Section 2 - Heating Assistance

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

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

<table>
<thead>
<tr>
<th>Add</th>
<th>Household Size</th>
<th>Eligibility Guideline</th>
<th>Eligibility Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>All Household Sizes</td>
<td>State Median Income</td>
<td>60.00%</td>
</tr>
</tbody>
</table>

**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

- Do you have additional/differing eligibility policies for:
  - Renters?
    - Yes
    - No
  - Renters Living in subsidized housing?
    - Yes
    - No
  - Renters with utilities included in the rent?
    - Yes
    - No

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

**Explanations of policies for each "yes" checked above:**

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

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.**

N/A

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

- [x] Income
- [x] Family (household) size
- [x] Home energy cost or need:
  - [x] Fuel type
  - [x] Climate/region
  - [x] Individual bill
  - [ ] Dwelling type
  - [ ] Energy burden (% of income spent on home energy)
2.6 Describe estimated benefit levels for FY 2017:

<table>
<thead>
<tr>
<th>Minimum Benefit</th>
<th>$470</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum Benefit</td>
<td>$1,030</td>
</tr>
</tbody>
</table>

2.7 Do you provide in-kind (e.g., blankets, space heaters) and/or other forms of benefits?  
- Yes
- No

If yes, describe.

At times Riverside-San Bernardino County Indian Health, Inc. has an emergency fund that can be utilized in Dire situations, this fund is made up of contributions from Consortium tribes, community members and Riverside-San Bernardino County Indian Health, Inc. employees.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
Section 3 - COOLING ASSISTANCE

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)
MODEL PLAN
SF - 424 - MANDATORY

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:

<table>
<thead>
<tr>
<th>Add</th>
<th>Household size</th>
<th>Eligibility Guideline</th>
<th>Eligibility Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>All Household Sizes</td>
<td>State Median Income</td>
<td>60.00%</td>
</tr>
</tbody>
</table>

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

Do you have additional/differing eligibility policies for:

- Renters?  
☐ Yes ☐ No
- Renters Living in subsidized housing?  
☐ Yes ☐ No
- Renters with utilities included in the rent?  
☐ Yes ☐ No

Do you give priority in eligibility to:

- Elderly?  
☐ Yes ☐ No
- Disabled?  
☐ Yes ☐ No
- Young children?  
☐ Yes ☐ No
- Households with high energy burdens?  
☐ Yes ☐ No
- Other?  
☐ Yes ☐ No

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.

N/A

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

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

☑ Income
☑ Family (household) size
☑ Home energy cost or need:

☐ Fuel type
☐ Climate/region
☑ Individual bill
☐ Dwelling type
☐ Energy burden (% of income spent on home energy)
☐ Energy need
Benefit Levels, 2605(b)(5) - Assurance 5, 2605(c)(1)(B)

3.6 Describe estimated benefit levels for FY 2017:

| Minimum Benefit | $470 | Maximum Benefit | $1,030 |

3.7 Do you provide in-kind (e.g., fans, air conditioners) and/or other forms of benefits?  
- Yes  
- No

If yes, describe.

At times Riverside-San Bernardino County Indian Health, Inc. has an emergency fund that can be utilized in Dire situations, this fund is made up of contributions from Consortium tribes, community members and Riverside-San Bernardino County Indian Health, Inc. employees.

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

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)
MODEL PLAN
SF - 424 - MANDATORY

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
OMB Clearance No.: 0970-0075
Expiration Date: 06/30/2017

Section 4: CRISIS ASSISTANCE

4.1 Designate the income eligibility threshold used for the crisis component

<table>
<thead>
<tr>
<th>Add</th>
<th>Household size</th>
<th>Eligibility Guideline</th>
<th>Eligibility Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>All Household Sizes</td>
<td>State Median Income</td>
<td>60.00%</td>
</tr>
</tbody>
</table>

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

The following situations are defined as crisis: (1) Shut-off notice or bill exceeding $301 and above; (b) households lacking any appropriate energy-efficient appliance for heating in winter (such as needed for a propane tank for heat) or cooling summer; (c) in dire emergencies where the health of a LIHEAP applicant(s) is threatened because the heating in winter or cooling in summer has been shut-off, the program will pay for deposits, reconnection, and utility costs up to a maximum of $500. Approval for this type of crisis assistance must be obtained from the Chief Executive Office or designee. Eligible Households may receive crisis assistance up to the maximum allowable amount determined by the matrix once each grant year, expect in the dire emergency situation under (c) Crisis Intervention cases are assessed by the LIHEAP Coordinator or appropriate personnel and processed on a same day basis. In nearly all cases we are able to utilize already established linkage directly to the vendor. Should LIHEAP monies be available and the State of California experiences harsh and unusual weather condition eligible LIHEAP recipients may qualify for LIHEAP funds at least three times (Crisis or Dire) though Riverside-San Bernardino County Indian Health, Inc. this does not include weatherization assistance.

4.3 What constitutes a life-threatening crisis?

Where the health and well being of a Native American LIHEAP applicant(s) is threatened because the heating in winter or cooling in summer has been shut-off or the household is lacking appropriate energy-efficient appliance for heating and cooling. Shut-off notices or bills that are $301/higher are considered crisis situations.

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

| 1-4 Hours |

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

| 1-2 Hours |

4.6 Do you have additional eligibility requirements for CRISIS ASSISTANCE?

| Yes | No |

4.7 Check the appropriate boxes below and describe the policies for each

Do you require an Assets test?

| Yes | No |

Do you give priority in eligibility to:

- Elderly?

| Yes | No |

- Disabled?

| Yes | No |

- Young Children?

| Yes | No |

- Households with high energy burdens?

| Yes | No |

- Other?

| Yes | No |

In Order to receive crisis assistance:

- Must the household have received a shut-off notice or have a near empty tank?

| Yes | No |

- Must the household have been shut off or have an empty tank?

| Yes | No |

- Must the household have exhausted their regular heating benefit?

| Yes | No |

- Must renters with heating costs included in their rent have received an eviction notice?

<p>| Yes | No |</p>
<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Must heating/cooling be medically necessary?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Must the household have non-working heating or cooling equipment?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you have additional / differing eligibility policies for:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Renters?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Renters living in subsidized housing?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Renters with utilities included in the rent?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Explanations of policies for each "yes" checked above:

Riverside-San Bernardino County Indian Health, Inc. defines a crisis as a shut-off notice or a bill of $301/above which applies to the 1 question checked yes. (Refer to 4.2)

Determination of Benefits

4.8 How do you handle crisis situations?
- Separate component
- Fast Track
- Other - Describe:

4.9 If you have a separate component, how do you determine crisis assistance benefits?
- Amount to resolve the crisis.
- Other - Describe:

Crisis Requirements, 2604(c)

4.10 Do you accept applications for energy crisis assistance at sites that are geographically accessible to all households in the area to be served?
- Yes
- No  Explain.

Riverside-San Bernardino County Indian Health, Inc. has health care clinics located on all reservations served (Torres-Martinez, Morongo, Soboba, Anza and Santa Rosa), exception Agua-Caliente Reservation. All of these clinics are accessible to all tribal members and descendants, in addition, Riverside-San Bernardino County Indian Health, Inc. has an Outreach Department that provides transportation from a tribal members home to the health care clinics. This department has staff members who go into the homes to work with the tribal members.

4.11 Do you provide individuals who are physically disabled the means to:
- Submit applications for crisis benefits without leaving their homes?
- Yes
- No  If No, explain.
- Travel to the sites at which applications for crisis assistance are accepted?
- Yes
- No  If No, explain.

If you answered "No" to both options in question 4.11, please explain alternative means of intake to those who are homebound or physically disabled?

Benefit Levels, 2605(c)(1)(B)

4.12 Indicate the maximum benefit for each type of crisis assistance offered.
- Winter Crisis $1,030.00 maximum benefit
- Summer Crisis $1,030.00 maximum benefit
- Year-round Crisis $1,030.00 maximum benefit

4.13 Do you provide in-kind (e.g. blankets, space heaters, fans) and/or other forms of benefits?
- Yes
- No  If yes, Describe

At times Riverside-San Bernardino County Indian Health, Inc. has an emergency fund that can be utilized in Dire situations, this fund is made up of contributions from Consortium tribes, community members and Riverside-San Bernardino County Indian Health, Inc. employees.

4.14 Do you provide for equipment repair or replacement using crisis funds?
- Yes
- No

If you answered "Yes" to question 4.14, you must complete question 4.15.

4.15 Check appropriate boxes below to indicate type(s) of assistance provided.
<table>
<thead>
<tr>
<th>Crisis</th>
<th>Crisis</th>
<th>Crisis</th>
<th>Crisis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heating system repair</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Heating system replacement</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Cooling system repair</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Cooling system replacement</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Wood stove purchase</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Pellet stove purchase</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Solar panel(s)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Utility poles / gas line hook-ups</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Other (Specify):</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

4.16 Do any of the utility vendors you work with enforce a moratorium on shut offs?

☐ Yes ☐ No

If you responded "Yes" to question 4.16, you must respond to question 4.17.

4.17 Describe the terms of the moratorium and any special dispensation received by LIHEAP clients during or after the moratorium period.

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

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)
MODEL PLAN
SF - 424 - MANDATORY

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

<table>
<thead>
<tr>
<th>Add</th>
<th>Household Size</th>
<th>Eligibility Guideline</th>
<th>Eligibility Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>All Household Sizes</td>
<td>State Median Income</td>
<td>60.00%</td>
</tr>
</tbody>
</table>

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

5.3 If yes, name the agency.

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

WEATHERIZATION - Types of Rules

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

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

☐ Income Threshold
☐ Weatherization of entire multi-family housing structure is permitted if at least 66% of units (50% in 2- & 4-unit buildings) are eligible units or will become eligible within 180 days
☐ Weatherize shelters temporarily housing primarily low income persons (excluding nursing homes, prisons, and similar institutional care facilities).
☐ Other - Describe:

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

☐ Income Threshold
☐ Weatherization not subject to DOE WAP maximum statewide average cost per dwelling unit.
☐ Weatherization measures are not subject to DOE Savings to Investment Ratio (SIR) standards.
☐ Other - Describe:

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

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

5.7 Do you have additional/differing eligibility policies for:

Renters  
☐ Yes  ☐ No

Renters living in subsidized housing?  
☐ Yes  ☐ No

5.8 Do you give priority in eligibility to:

Elderly?  
☐ Yes  ☐ No

Disabled?  
☐ Yes  ☐ No

Young Children?  
☐ Yes  ☐ No

Households with high energy burdens?  
☐ Yes  ☐ No
<table>
<thead>
<tr>
<th>Other?</th>
<th>☑ Yes  ☐ No</th>
</tr>
</thead>
</table>

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.

### Benefit Levels

5.9 Do you have a maximum LIHEAP weatherization benefit/expenditure per household?  ☑ Yes  ☐ No

5.10 If yes, what is the maximum? $1,030

### Types of Assistance, 2605(c)(1), (B) & (D)

5.11 What LIHEAP weatherization measures do you provide? (Check all categories that apply.)

- [☑] Weatherization needs assessments/audits
- [☑] Caulking and insulation
- [☑] Storm windows
- [☑] Furnace/heating system modifications/repairs
- [☑] Furnace replacement
- [☐] Cooling system modifications/repairs
- [☐] Water conservation measures
- [☐] Compact florescent light bulbs

- [☐] Energy related roof repair
- [☐] Major appliance Repairs
- [☐] Major appliance replacement
- [☐] Windows/sliding glass doors
- [☑] Doors
- [☐] Water Heater
- [☐] Cooling system replacement
- [☐] Other - Describe:

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
Section 6 - Outreach, 2605(b)(3) - Assurance 3, 2605(c)(3)(A)

**LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)**

**MODEL PLAN**

**SF - 424 - MANDATORY**

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:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Yes/No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place posters/flyers in local and county social service offices, offices of aging, Social Security offices, VA, etc.</td>
<td>Yes</td>
</tr>
<tr>
<td>Publish articles in local newspapers or broadcast media announcements.</td>
<td>No</td>
</tr>
<tr>
<td>Include inserts in energy vendor billings to inform individuals of the availability of all types of LIHEAP assistance.</td>
<td>Yes</td>
</tr>
<tr>
<td>Mass mailing(s) to prior-year LIHEAP recipients.</td>
<td>Yes</td>
</tr>
<tr>
<td>Inform low income applicants of the availability of all types of LIHEAP assistance at application intake for other low-income programs.</td>
<td>Yes</td>
</tr>
<tr>
<td>Execute interagency agreements with other low-income program offices to perform outreach to target groups.</td>
<td>Yes</td>
</tr>
<tr>
<td>Other (specify):</td>
<td></td>
</tr>
</tbody>
</table>

Utilize Riverside-San Bernardino County Indian Health, Inc. newsletter that has been published since 1979. Send printed information to all tribal offices and officials. Work with Senior Nutrition site drivers and Outreach personnel who will deliver printed information to homebound. Posters and/or flyers placed in all clinic facilities and other public places in the service area. Also, once a year Riverside-San Bernardino County Indian Health, Inc. provides a Patient Appreciation day on each reservation where LIHEAP information is presented. In addition, referrals by health service personnel: Physicians, Nurse, Dentist, Home Health Aide, Sanitation, Social Worker, Patient Services Clerk, tribal or community representative or other agencies, etc. will be reviewed. Assurance #15 is not applicable and our program does not provide assurance #16. Applies to all other component.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
Section 7: Coordination, 2605(b)(4) - Assurance 4

### 7.1 Describe how you will ensure that the LIHEAP program is coordinated with other programs available to low-income households (TANF, SSI, WAP, etc.).

- [ ] Joint application for multiple programs
- [x] Intake referrals to/from other programs
- [ ] One-stop intake centers
- [ ] Other - Describe:

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
Section 8: Agency Designation, 2605(b)(6) - Assurance 6 (Required for state grantees and the Commonwealth of Puerto Rico)

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

<table>
<thead>
<tr>
<th>Agency Type</th>
<th>Heating</th>
<th>Cooling</th>
<th>Crisis</th>
<th>Weatherization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration Agency</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
</tr>
<tr>
<td>Commerce Agency</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
</tr>
<tr>
<td>Community Services Agency</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
</tr>
<tr>
<td>Energy / Environment Agency</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
</tr>
<tr>
<td>Housing Agency</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
</tr>
<tr>
<td>Welfare Agency</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
</tr>
<tr>
<td>Other - Describe</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
</tr>
</tbody>
</table>

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

If you selected "Welfare Agency" in question 8.1, you must complete questions 8.2, 8.3, and 8.4, as applicable.

8.2 How do you provide alternate outreach and intake for HEATING ASSISTANCE?

N/A

8.3 How do you provide alternate outreach and intake for COOLING ASSISTANCE?

N/A

8.4 How do you provide alternate outreach and intake for CRISIS ASSISTANCE?

N/A

8.5 LIHEAP Component Administration.

<table>
<thead>
<tr>
<th>Component</th>
<th>Heating</th>
<th>Cooling</th>
<th>Crisis</th>
<th>Weatherization</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.5a Who determines client eligibility?</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
</tr>
<tr>
<td>8.5b Who processes benefit payments to gas and electric vendors?</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
</tr>
<tr>
<td>8.5c Who processes benefit payments to bulk fuel vendors?</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
</tr>
<tr>
<td>8.5d Who performs installation of weatherization measures?</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
<td>Non-Applicable</td>
</tr>
</tbody>
</table>

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?

N/A

8.7 How many local administering agencies do you use?  N/A

8.8 Have you changed any local administering agencies in the last year?

☐ Yes
☐ No

8.9 If so, why?

☐ Agency was in noncompliance with grantee requirements for LIHEAP -

☐ Agency is under criminal investigation

☐ Added agency

☐ Agency closed

☐ Other - describe

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
Section 9 - Energy Suppliers, 2605(b)(7) - Assurance 7

9.1 Do you make payments directly to home energy suppliers?

Heating  ☐ Yes  ☐ No
Cooling  ☐ Yes  ☐ No
Crisis  ☐ Yes  ☐ No

Are there exceptions?  ☐ Yes  ☐ No

If yes, Describe.

In a limited number of cases reimbursement may be made directly to the LIHEAP applicant for wood, propane or gasoline for generators upon presentation of a current valid receipt. These cases will also receive an assessment visit by appropriate personnel to assist with safety and energy efficient information whenever possible. We also purchase (or rent during cold winter months when purchase is too costly) propane tank direct from vendors for weatherization supplies (crisis component of program) water cooler pads, furnace filters and small repair parts and distribute these through our Environmental Health Department with the applicant paying and arranging for installation. In situations such as these, two estimates from two different vendors will be needed from the LIHEAP applicant. In cases where only one estimate can be obtained by the LIHEAP applicant the LIHEAP Coordinator will seek authorization from a Chief Executive Officer or designee.

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

Notification is issued both verbally and in writing. Written notification is done by submitting a LIHEAP voucher form to the LIHEAP applicant, the LIHEAP voucher form includes the LIHEAP applicants name, account number, date pledge was called in, vendor contact person, dollar amount being paid and the remaining balance due. Also, a copy of the bill paid will be attached to the LIHEAP voucher.

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?

Assuring that the home energy supplier performs what is required involves direct communication between Riverside-San Bernardino County Indian Health, Inc. and local vendors both verbally and in writing. Local vendors assign one representative to act on their behalf and Riverside-San Bernardino County Indian Health, Inc. submits a letter to the vendor outlining the LIHEAP program. Agency's Outreach and Environmental Health Departments will make home visits if needed. Assuring that the home energy supplier charges the eligible household the difference between the actual cost of home energy and the amount of payment made by those LIHEAP programs by establishment if their bill does not reflect the amount paid by this program and by checking applicant's bills in comparison to previous utility bills when they are returning for further assistance.

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?

Establishment of procedure with home energy suppliers to assure that LIHEAP eligible households are not treated adversely because of receiving LIHEAP assistance by communicating the purpose of this program and its operation both in writing and verbally to the home energy suppliers and obtaining their agreement to abide by this assurance, and by assigning staff available to deal with administrators in home energy companies should such problems occur.

In addition, assuring that any home energy supplier receiving direct payment will not discriminate against the eligible household on whose behalf a payment is made by comparing non-LIHEAP household energy bill amounts with those of LIHEAP participating households and having staff available to act as advocate on behalf of LIHEAP participating household should a form of discrimination arise. No distinction will be made between renters and owners regarding crisis and assistance payments, which will be based on existing need, expect in crisis situations when a propane tank is needed for rented housing; in those cases the propane tank will be rented rather than purchased. Weatherization will be based on eligible recipient residing in the home and may include repairs on heating or cooling devices, repairs effecting efficient use of energy, purchase of heating or cooling all depending on community need and funding available. Assurance #15 which is not applicable and Riverside-San Bernardino County Indian Health, Inc., does not provide assurance #16.

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.

When purchasing wood, the vendor must deliver the wood before payment will be made. on several of the reservations where the LIHEAP applicant purchases wood usually the vendor/person selling the wood is a local tribal member who does this service as a side job since it is difficult to find vendors willing to travel to the reservation.
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)

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

Payments will be made by check, two signatures required with appropriate documentation and verification of eligibility (Established Accounts Payable System). With subsequent manual and in accordance with accepted accounting and fiscal management procedures.

Audit Process

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

☒ Yes ☐ No

10.3. Describe any audit findings rising to the level of material weakness or reportable condition cited in the A-133 audits, Grantee monitoring assessments, inspector general reviews, or other government agency reviews of the LIHEAP agency from the most recently audited fiscal year.

No Findings

<table>
<thead>
<tr>
<th>Finding</th>
<th>Type</th>
<th>Brief Summary</th>
<th>Resolved?</th>
<th>Action Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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 Grantee as part of compliance process.

☐ Grantee conducts fiscal and program monitoring of local agencies/district offices

Compliance Monitoring

10.5. Describe the Grantee's strategies for monitoring compliance with the Grantee's and Federal LIHEAP policies and procedures: Select all that apply

Grantee employees:

☒ Internal program review

☐ Departmental oversight

☑ Secondary review of invoices and payments

☐ Other program review mechanisms are in place. Describe:

Monthly reports are issued by the LIHEAP Coordinator and designed staff to the Chief Executive Officer and Finance Department indicating payments made, what type of utility assistance provided and the remaining dollar amount in the LIHEAP fund.

Local Administering Agencies / District Offices:

☐ On - site evaluation
<table>
<thead>
<tr>
<th></th>
<th>Annual program review</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Monitoring through central database</td>
</tr>
<tr>
<td></td>
<td>Desk reviews</td>
</tr>
<tr>
<td></td>
<td>Client File Testing / Sampling</td>
</tr>
<tr>
<td></td>
<td>Other program review mechanisms are in place. Describe:</td>
</tr>
</tbody>
</table>

10.6 Explain, or attach a copy of your local agency monitoring schedule and protocol.

10.7 Describe how you select local agencies for monitoring reviews.

<table>
<thead>
<tr>
<th></th>
<th>Site Visits:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desk Reviews:</td>
<td></td>
</tr>
</tbody>
</table>

10.8 How often is each local agency monitored?

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

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

10.11 How many local agencies are currently on corrective action plans for eligibility and/or benefit determination issues? N/A

10.12 How many local agencies are currently on corrective action plans for financial accounting or administrative issues? 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 11: Timely and Meaningful Public Participation, 2605(b)(12), 2605(C)(2)

11.1 How did you obtain input from the public in the development of your LIHEAP plan?
Select all that apply.

☐ Tribal Council meeting(s)
☐ Public Hearing(s)
☐ Draft Plan posted to website and available for comment
☐ Hard copy of plan is available for public view and comment
☐ Comments from applicants are recorded
☐ Request for comments on draft Plan is advertised
☐ Stakeholder consultation meeting(s)
☐ Comments are solicited during outreach activities
☐ Other - Describe:

Riverside-San Bernardino County Indian Health, Inc. works with elected tribal representatives regarding the LIHEAP grant application. This Committee is made up of tribally selected Board delegates from each of the Corporate member tribes. These board members (and tribal chairperson) present any public input or comments about LIHEAP at board meetings throughout the year or directly to the Chief Executive Officer to be incorporated in the grant application. That approval and process has not been amended or rescinded. Financial reports are made available to each at regularly scheduled Board of Director's meeting. In addition once a year a Patient Appreciation Day is held on each reservation where LIHEAP input is addressed.

11.2 What changes did you make to your LIHEAP plan as a result of this participation?

Riverside-San Bernardino County Indian Health, Inc. has always followed this process and it has always been incorporated in the LIHEAP plan, no changes has to be made. In addition, our program has not had any complaints from potential LIHEAP applicants.

Public Hearings, 2605(a)(2) - For States and the Commonwealth of Puerto Rico Only

11.3 List the date and location(s) that you held public hearing(s) on the proposed use and distribution of your LIHEAP funds?

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/17/2016</td>
<td>Patient Appreciation Day (Torres-Martinez)</td>
</tr>
<tr>
<td>05/03/2016</td>
<td>Letters Sent to participating tribes</td>
</tr>
<tr>
<td>04/07/2016</td>
<td>Patient Appreciation Day (Barstow)</td>
</tr>
<tr>
<td>06/28/2016</td>
<td>Patient Appreciation Day (Morongo)</td>
</tr>
<tr>
<td>06/29/2016</td>
<td>Letters Sent to participating tribes</td>
</tr>
<tr>
<td>07/18/2016</td>
<td>Patient Appreciation Day (Soboba)</td>
</tr>
<tr>
<td>06/29/2016</td>
<td>Board Meeting</td>
</tr>
<tr>
<td>07/28/2016</td>
<td>Patient Appreciation Day (Anza)</td>
</tr>
<tr>
<td>04/28/2016</td>
<td>Patient Appreciation Day (Pechanga)</td>
</tr>
<tr>
<td>05/19/2016</td>
<td>Patient Appreciation Day (San Manuel)</td>
</tr>
</tbody>
</table>

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

11.5 Summarize the comments you received at the hearing(s).
Comments were all positive, no issues with tribal members.

<table>
<thead>
<tr>
<th>11.6 What changes did you make to your LIHEAP plan as a result of the comments received at the public hearing(s)?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Due to only receiving positive comments no changes made to LIHEAP plan.</td>
</tr>
</tbody>
</table>

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
Section 12: Fair Hearings, 2605(b)(13) - Assurance 13

12.1 How many fair hearings did the grantee have in the prior Federal fiscal year? 0

12.2 How many of those fair hearings resulted in the initial decision being reversed? N/A

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.

In the event that a LIHEAP applicant may have a complaint about the LIHEAP eligibility process or a problem with delivery or services, the applicant could locate the appropriate procedure for filing a formal grievance in one or more of the following ways: (A) designated LIHEAP eligibility worker (Patient Services Clerk) will inform him/her that he/she may file a grievance and informs how it is done; (B) all employees in receptionist positions are informed of the grievance procedures and share this information with all recipients of clinic and, including of course, LIHEAP services as appropriate; and (C) there is a Riverside-San Bernardino County Indian Health, Inc. Program Manual available at all clinic sites for public's view which contain the grievance procedure. Assurance #15 not applicable and Riverside-San Bernardino County Indian Health, Inc. does not provide. Applies to all other components.

12.5 When and how are applicants informed of these rights?

At the time a LIHEAP applicant applies for the program written information is given to them on what to do if their request for LIHEAP assistance is denied. Also, a denial letter is sent to the LIHEAP applicant informing them of the decision and what they can do to have their denial reviewed.

12.6 Describe your fair hearing procedures for households whose applications are not acted on in a timely manner.

Denials- The LIHEAP applicant should fill out the Consumer Complaint/Denial form available at all clinic sites either in the Reception area or through the QM Department. If the applicant needs help filling out the form a Riverside-San Bernardino County Indian Health, Inc. staff member will assist upon request. This form should be filled out as soon as possible when the applicant has a complaint/denial. If the applicant waits more than 30 days after the incident being complained about, the claimant may be denied.

Administrator Review- (A) The Chief Executive Officer will review the complaint/denial with the LIHEAP Coordinator or delegate. (B) Within five working days after receipt of the complaint/denial, the Chief Executive Officer, the LIHEAP Coordinator will contact the applicant by letter or phone to respond to the applicants complaint/denial. The response shall include a description of the Program's plan for resolving the complaint/denial. (C) Household will be informed with reasonable promptness both verbally and in writing of a fair administrative hearing if denied assistance or if their application was not acted upon in a timely manner. Notice to applicant is given both verbally and in writing.

Review Meeting- (A) If the applicant is not satisfied with the Chief Executive Officer's response or proposed resolution of the complaint/denial, the applicant may request a meeting with the Chief Executive Officer, the LIHEAP Coordinator and/or the staff person involved. (B) The applicant must request this meeting by telephone or letter within five working days of receipt of the Chief Executive Officer's response or proposed resolution. (C) The meeting shall be held as soon as possible but in less than two weeks after the applicant's request is received, unless the applicant agrees to a later date. (D) Within five working days after the meeting with the LIHEAP Coordinator and the staff involved, the LIHEAP Coordinator shall send the applicant a written proposed resolution to the problem.

Board Review of Grievance- (A) If the applicant is not satisfied with the proposed resolution then the applicant may request a hearing before the Grievance Committee of the Board of Directors by calling the Chief Executive Officer within five working days of receipt of the proposed resolution. (B) The Grievance committee shall meet with the applicant within ten working days after the applicant requests the meeting to review the applicant's complaint. The Committee shall hear the applicant and any witnesses, the Chief Executive Officer, the LIHEAP Coordinator, the staff member involved and any other individuals who the committee wishes to be interviewed. This resolution shall be final and sent to the applicant within five working days after the meeting(s) with the others to be interviewed.

12.7 When and how are applicants informed of these rights?
At the time the LIHEAP applicant files a LIHEAP application with the Patient Services Department, also whenever they come for clinic appointment this information is posted. This may be done both verbally and in writing.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
Section 13: Reduction of home energy needs, 2605(b)(16) - Assurance 16

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

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 applied for these services? N/A

13.6 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

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)  
MODEL PLAN  
SF - 424 - MANDATORY

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:

<table>
<thead>
<tr>
<th>Resource</th>
<th>What is the type of resource or benefit?</th>
<th>What is the source(s) of the resource?</th>
<th>How will the resource be integrated and coordinated with LIHEAP?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
### Section 15: Training

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

**a. Grantee Staff:**
- Formal training on grantee policies and procedures

  - How often?
    - [ ] Annually
    - [ ] Biannually
    - [x] As needed
    - [ ] Other - Describe: ____________

- Employees are provided with policy manual

- Other - Describe: ____________

**b. Local Agencies:**
- Formal training conference

  - How often?
    - [ ] Annually
    - [ ] Biannually
    - [ ] As needed
    - [ ] Other - Describe: ____________

- On-site training

  - How often?
    - [ ] Annually
    - [ ] Biannually
    - [ ] As needed
    - [ ] Other - Describe: ____________

- Employees are provided with policy manual

- Other - Describe ____________

**c. Vendors:**
- Formal training conference

  - How often?
    - [ ] Annually
    - [ ] Biannually
    - [ ] As needed
    - [ ] Other - Describe: ____________
<table>
<thead>
<tr>
<th>Options</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policies communicated through vendor agreements</td>
<td></td>
</tr>
<tr>
<td>Policies are outlined in a vendor manual</td>
<td></td>
</tr>
<tr>
<td>Other - Describe:</td>
<td>Riverside-San Bernardino County Indian Health, Inc. sends a letter annually to all vendors.</td>
</tr>
</tbody>
</table>

15.2 Does your training program address fraud reporting and prevention?  
- Yes  
- No

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
Section 16 - Performance Goals and Measures, 2605(b)

<table>
<thead>
<tr>
<th>Section 16: Performance Goals and Measures, 2605(b) - Required for States Only</th>
</tr>
</thead>
<tbody>
<tr>
<td>16.1 Describe your progress toward meeting the data collection and reporting requirements of the four required LIHEAP performance measures. Include timeframes and plans for meeting these requirements and what you believe will be accomplished in the coming federal fiscal year.</td>
</tr>
<tr>
<td>N/A</td>
</tr>
</tbody>
</table>

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
Section 17 - Program Integrity, 2605(b)(10)

17.1 Fraud Reporting Mechanisms

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

- Online Fraud Reporting
- Dedicated Fraud Reporting Hotline
- Report directly to local agency/district office or Grantee office
- Report to State Inspector General or Attorney General
- Forms and procedures in place for local agencies/district offices and vendors to report fraud, waste, and abuse
- Other - Describe:
  
Riverside-San Bernardino County Indian Health, Inc. has a grievance process, a person who is not satisfied with services rendered or suspect some type of fraud can appeal the decisions or notify the appropriate staff either in person, phone or mail. In addition, with each LIHEAP application a flyer is issued to the LIHEAP recipient with instructions on what they need to do should they have any issues with the decision on the application they submitted or if they think someone is committing fraud. Complaint forms are located at all our clinics. Tribal members are encouraged to report suspected fraud by calling 1-800-732-8805 ext 1300 and speaking directly with the LIHEAP Coordinator. They may call this phone number Monday through Friday 8 am-5pm, on late clinic days our facility is open until 7 pm. In addition a person can call 800-732-8805 after hours and the answering service will take a message.

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

- Printed outreach materials
- Addressed on LIHEAP application
- Website
- Other - Describe:

Riverside-San Bernardino County Indian Health, Inc. has a LIHEAP pamphlet that is issued to all LIHEAP applicants, also notives are posted around the facilities. Information given out at Patient Appreciation Days.

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.

<table>
<thead>
<tr>
<th>Type of Identification Collected</th>
<th>Collected from Whom?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Applicant Only</td>
</tr>
<tr>
<td>Social Security Card is photocopied and retained</td>
<td>Required</td>
</tr>
<tr>
<td>Social Security Number (Without actual Card)</td>
<td>Required</td>
</tr>
</tbody>
</table>

Other - Describe: None
Government-issued identification card (i.e.: driver's license, state ID, Tribal ID, passport, etc.)

- Required: ✔️
- Requested: ☐

b. Describe any exceptions to the above policies.

When the tribal member is a minor the Native American parent(s) is not in the home, Riverside-San Bernardino County Indian Health, Inc. may process a LIHEAP request on behalf of the minor (tribal member) accepting a school pictured identification. This is done to avoid a potential Native American from a life threatening situation where there isn't adequate heating or cooling in the home.

17.3 Identification Verification

Describe what methods are used to verify the authenticity of identification documents provided by clients or household members. Select all that apply.

- Verify SSNs with Social Security Administration
- Match SSNs with death records from Social Security Administration or state agency
- Match SSNs with state eligibility/case management system (e.g., SNAP, TANF)
- Match with state Department of Labor system
- Match with state and/or federal corrections system
- Match with state child support system
- Verification using private software (e.g., The Work Number)
- In-person certification by staff (for tribal grantees only)
- Match SSN/Tribal ID number with tribal database or enrollment records (for tribal grantees only)
- Other - Describe:

17.4 Citizenship/Legal Residency Verification

What are your procedures for ensuring that household members are U.S. citizens or aliens who are qualified to receive LIHEAP benefits? Select all that apply.

- Clients sign an attestation of citizenship or legal residency
- Client’s submission of Social Security cards is accepted as proof of legal residency
- Noncitizens must provide documentation of immigration status
- Citizens must provide a copy of their birth certificate, naturalization papers, or passport
- Noncitizens are verified through the SAVE system
- Tribal members are verified through Tribal enrollment records/Tribal ID card
- Other - Describe:

Tribal members must provide a current proof of residency with a physical address listed on the document and the document must be post dated within 6 weeks of submission. This is also a requirement for all services being rendered through Riverside-San Bernardino County Indian Health, Inc., a tribal member must be a citizen or they are ineligible for clinic services if they are not enrolled or a descendant from one of the consortium tribes located in Riverside or San Bernardino County.

17.5 Income Verification

What methods does your agency utilize to verify household income? Select all that apply.

- Require documentation of income for all adult household members
  - Pay stubs
  - Social Security award letters
  - Bank statements
  - Tax statements
Zero-income statements
- Unemployment Insurance letters
- Other - Describe:
  Veteran's benefits - a copy of their award letter or check is required.

Computer data matches:
- Income information matched against state computer system (e.g., SNAP, TANF)
- Proof of unemployment benefits verified with state Department of Labor
- Social Security income verified with SSA
- Utilize state directory of new hires
- Other - Describe:

17.6. Protection of Privacy and Confidentiality
Describe the financial and operating controls in place to protect client information against improper use or disclosure. Select all that apply.
- Policy in place prohibiting release of information without written consent
- Grantee LIHEAP database includes privacy/confidentiality safeguards
- Employee training on confidentiality for:
  - Grantee employees
  - Local agencies/district offices
- Employees must sign confidentiality agreement
  - Grantee employees
  - Local agencies/district offices
- Physical files are stored in a secure location
- Other - Describe:

17.7. Verifying the Authenticity
What policies are in place for verifying vendor authenticity? Select all that apply.
- All vendors must register with the State/Tribe.
- All vendors must supply a valid SSN or TIN/W-9 form
- Vendors are verified through energy bills provided by the household
- Grantee and/or local agencies/district offices perform physical monitoring of vendors
- Other - Describe and note any exceptions to policies above:
  Annually a letter is sent to the local vendors informing their agencies of Riverside-San Bernardino County Indian Health, Inc. LIHEAP program and which staff members will be contacting them on behalf of the LIHEAP applicant.

17.8. Benefits Policy - Gas and Electric Utilities
What policies are in place to protect against fraud when making benefit payments to gas and electric utilities on behalf of clients? Select all that apply.
- Applicants required to submit proof of physical residency
- Applicants must submit current utility bill
- Data exchange with utilities that verifies:
  - Account ownership
  - Consumption
  - Balances
  - Payment history
  - Account is properly credited with benefit
- Other - Describe:
### 17.9. Benefits Policy - Bulk Fuel Vendors

What procedures are in place for averting fraud and improper payments when dealing with bulk fuel suppliers of heating oil, propane, wood, and other bulk fuel vendors? Select all that apply.

- Vendors are checked against an approved vendors list
- Centralized computer system/database is used to track payments to all vendors
- Clients are relied on for reports of non-delivery or partial delivery
- Two-party checks are issued naming client and vendor
- Direct payment to households are made in limited cases only
- Vendors are only paid once they provide a delivery receipt signed by the client
- Conduct monitoring of bulk fuel vendors
- Bulk fuel vendors are required to submit reports to the Grantee
- Vendor agreements specify requirements selected above, and provide enforcement mechanism

### 17.10. Investigations and Prosecutions

Describe the Grantee's procedures for investigating and prosecuting reports of fraud, and any sanctions placed on clients/staff/vendors found to have committed fraud. Select all that apply.

- Refer to state Inspector General
- Refer to local prosecutor or state Attorney General
- Refer to US DHHS Inspector General (including referral to OIG hotline)
- Local agencies/district offices or Grantee conduct investigation of fraud complaints from public
- Grantee attempts collection of improper payments. If so, describe the recoupment process
- Clients found to have committed fraud are banned from LIHEAP assistance. For how long is a household banned? 1 year
- Contracts with local agencies require that employees found to have committed fraud are reprimanded and/or terminated
- Vendors found to have committed fraud may no longer participate in LIHEAP

Other - Describe:

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
Section 18: 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.
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 grantee 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 grantee 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 grantees other than individuals, Alternate I applies.

4. For grantees who are individuals, Alternate II applies.

5. Workplaces under grants, for grantees other than individuals, need not be identified on the certification. If known, they may be identified in the grant application. If the grantee does not identify the workplaces at the time of application, or upon award, if there is no application, the grantee 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 grantee’s 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 grantee 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. Grantees' 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 grantee 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 grantee's payroll. This definition does not include workers not on the payroll of the grantee (e.g., volunteers, even if used to meet a matching requirement; consultants or independent contractors not on the grantee's payroll; or employees of subrecipients or subcontractors in covered workplaces).

Certification Regarding Drug-Free Workplace Requirements

Alternate I. (Grantees Other Than Individuals)
The grantee 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 grantee's 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 grantee's 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 grantee 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 (Street address, city, county, state, zip code)

- Morongo Clinic-11555 1/2 Potrero Road, Banning, Ca. 92220
  - Address Line 1

- Soboba Clinic-607 Donna Way, San Jacinto, Ca. 92583-5517
  - Address Line 2

- San Manuel Clinic-11980 Mount Vernon Ave., Grand Terrace, Ca. 92313
  - Address Line 3

* Grand Terrace
  - * City
  - * State
  - * Zip Code

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

Alternate II. (Grantees Who Are Individuals)

(a) The grantee 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

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

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

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

(B) intervene in energy crisis situations;

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

(D) plan, develop, and administer the State's program under this title including leveraging programs, and the State agrees not to use such funds for any purposes other than those specified in this title;

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

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

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

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

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

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

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

(i) an amount equal to 150 percent of the poverty level for such State; or
(ii) an amount equal to 60 percent of the State median income;

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

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

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

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

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

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

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

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

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

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

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

(8) provide assurances that,

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

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

(9) provide that--

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

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

(10) provide that such fiscal control and fund accounting procedures will be established as may be necessary to assure the proper disbursal 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.
Plan Attachments

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- Delegation Letter is required if someone other than the Governor or Chairman Certified this Report.

- Heating component benefit matrix, if applicable

- Cooling component benefit matrix, if applicable

- Minutes, notes, or transcripts of public hearing(s).