

## DETAILED MODEL PLAN (LIHEAP)

**Program Name:** Low Income Home Energy Assistance

**Grantee Name:** Delaware

**Report Name:** DETAILED MODEL PLAN (LIHEAP) Revision # 1

**Report Period:** 10/01/2020 to 09/30/2021

**Report Status:** Submitted (Revision #1)

### Report Sections

1. *Mandatory Grant Application SF-424*
2. *Section 1 - Program Components*
3. *Section 2 - HEATING ASSISTANCE*
4. *Section 3 - COOLING ASSISTANCE*
5. *Section 4 - CRISIS ASSISTANCE*
6. *Section 5 - WEATHERIZATION ASSISTANCE*
7. *Section 6 - Outreach, 2605(b)(3) - Assurance 3, 2605(c)(3)(A)*
8. *Section 7 - Coordination, 2605(b)(4) - Assurance 4*
9. *Section 8 - Agency Designation,, 2605(b)(6) - Assurance 6*
10. *Section 9 - Energy Suppliers,, 2605(b)(7) - Assurance 7*
11. *Section 10 - Program, Fiscal Monitoring, and Audit, 2605(b)(10) - Assurance 10*
12. *Section 11 - Timely and Meaningful Public Participation, , 2605(b)(12) - Assurance 12, 2605(c)(2)*
13. *Section 12 - Fair Hearings,2605(b)(13) - Assurance 13*
14. *Section 13 - Reduction of home energy needs,2605(b)(16) - Assurance 16*
15. *Section 14 - Leveraging Incentive Program ,2607A*
16. *Section 15 - Training*
17. *Section 16 - Performance Goals and Measures, 2605(b)*
18. *Section 17 - Program Integrity, 2605(b)(10)*
19. *Section 18: Certification Regarding Debarment, Suspension, and Other Responsibility Matters*
20. *Section 19: Certification Regarding Drug-Free Workplace Requirements*
21. *Section 20: Certification Regarding Lobbying*
22. *Assurances*
23. *Plan Attachments*

## 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: 09/30/2020

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

<b>* 1.a. Type of Submission:</b> <input checked="" type="radio"/> Plan	<b>* 1.b. Frequency:</b> <input checked="" type="radio"/> Annual	<b>* 1.c. Consolidated Application/ Plan/Funding Request?</b>  <b>Explanation:</b>	<b>* 1.d. Version:</b> <input checked="" type="radio"/> Initial <input type="radio"/> Resubmission <input type="radio"/> Revision <input type="radio"/> Update
		<b>2. Date Received:</b>	<b>State Use Only:</b>
		<b>3. Applicant Identifier:</b>	
		<b>4a. Federal Entity Identifier:</b>	<b>5. Date Received By State:</b>
		<b>4b. Federal Award Identifier:</b>	<b>6. State Application Identifier:</b>

**7. APPLICANT INFORMATION**

**\* a. Legal Name:** Delaware Department of Health and Social Services.

<b>* b. Employer/Taxpayer Identification Number (EIN/TIN):</b> 1516000279B5	<b>* c. Organizational DUNS:</b> 134776967
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**\* d. Address:**

<b>* Street 1:</b>	DIVISION OF STATE SERVICE CENTERS	<b>Street 2:</b>	1901 N. DUPONT HIGHWAY, CD BLDG.
<b>* City:</b>	NEW CASTLE	<b>County:</b>	New Castle
<b>* State:</b>	DE	<b>Province:</b>	
<b>* Country:</b>	United States	<b>* Zip / Postal Code:</b>	19720 -

**e. Organizational Unit:**

<b>Department Name:</b> Department of Health and Social Services	<b>Division Name:</b> Division of State Service Centers
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**f. Name and contact information of person to be contacted on matters involving this application:**

<b>Prefix:</b>	<b>* First Name:</b> Haly	<b>Middle Name:</b>	<b>* Last Name:</b> Laasme McQuilkin
<b>Suffix:</b>	<b>Title:</b> DE Energy Assistance Director	<b>Organizational Affiliation:</b> State of Delaware	
<b>* Telephone Number:</b> 3022559744	<b>Fax Number:</b> 3022554463	<b>* Email:</b> Haly.Laasme-McQuilkin@delaware.gov	

**\* 8a. TYPE OF APPLICANT:**

A: State Government

**b. Additional Description:**

Department of Health and Social Services/ Division of State Service Centers/ Office of Community Services

**\* 9. Name of Federal Agency:**

	<b>Catalog of Federal Domestic Assistance Number:</b>	<b>CFDA Title:</b>
<b>10. CFDA Numbers and Titles</b>	93.568	Low-Income Home Energy Assistance Program

**11. Descriptive Title of Applicant's Project**  
Delaware Energy Assistance Program

**12. Areas Affected by Funding:**  
State of Delaware

<b>13. CONGRESSIONAL DISTRICTS OF:</b>			
<b>* a. Applicant</b> 00		<b>b. Program/Project:</b> Statewide	
Attach an additional list of Program/Project Congressional Districts if needed.			
<b>14. FUNDING PERIOD:</b>		<b>15. ESTIMATED FUNDING:</b>	
<b>a. Start Date:</b> 10/01/2020	<b>b. End Date:</b> 09/30/2021	<b>* a. Federal (\$):</b> \$0	<b>b. Match (\$):</b> \$0
<b>* 16. IS SUBMISSION SUBJECT TO REVIEW BY STATE UNDER EXECUTIVE ORDER 12372 PROCESS?</b>			
a. This submission was made available to the State under the Executive Order 12372			
Process for Review on :			
b. Program is subject to E.O. 12372 but has not been selected by State for review.			
c. Program is not covered by E.O. 12372.			
<b>* 17. Is The Applicant Delinquent On Any Federal Debt?</b>			
<input type="radio"/> YES			
<input checked="" type="radio"/> NO			
Explanation:			
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)			
<b>**I Agree</b> <input checked="" type="checkbox"/>			
** The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.			
<b>18a. Typed or Printed Name and Title of Authorized Certifying Official</b> Haly Laasme McQuilkin		<b>18c. Telephone (area code, number and extension)</b>	
		<b>18d. Email Address</b> Haly.Laasme-McQuilkin@delaware.gov	
<b>18b. Signature of Authorized Certifying Official</b> 		<b>18e. Date Report Submitted (Month, Day, Year)</b> 09/29/2020	
<b>Attach supporting documents as specified in agency instructions.</b>			

## Section 1 - Program Components

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

August 1987, revised 05/92,02/95,03/96,12/98,11/01  
OMB Clearance No.: 0970-0075  
Expiration Date: 09/30/2020

### 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 20201

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01  
OMB Approval No. 0970-0075  
Expiration Date: 09/30/2020

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.)	Dates of Operation	
	Start Date	End Date
<input checked="" type="checkbox"/> Heating assistance	10/01/2020	04/30/2021
<input checked="" type="checkbox"/> Cooling assistance	05/01/2020	08/31/2021
<input checked="" type="checkbox"/> Crisis assistance	10/01/2020	09/30/2021
<input checked="" type="checkbox"/> Weatherization assistance	10/01/2020	09/30/2021

Provide further explanation for the dates of operation, if necessary

Heating assistance application process is 1 July - 31 March, Cooling (Air Conditioning) assistance application process is 1 April - 15 August. Crisis assistance application process is ongoing but dependent on the weather conditions.

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

1.2 Estimate what amount of available LIHEAP funds will be used for each component that you will operate: The total of all percentages must add up to 100%.	Percentage ( % )
Heating assistance	62.60%
Cooling assistance	10.00%
Crisis assistance	5.00%
Weatherization assistance	10.00%

Carryover to the following federal fiscal year	3.00%				
Administrative and planning costs	7.00%				
Services to reduce home energy needs including needs assessment (Assurance 16)	2.40%				
Used to develop and implement leveraging activities	0.00%				
<b>TOTAL</b>	<b>100.00%</b>				
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:					
<input type="checkbox"/>	Heating assistance	<input checked="" type="checkbox"/>	Cooling assistance		
<input type="checkbox"/>	Weatherization assistance	<input checked="" type="checkbox"/>	Other (specify:) Crisis because it is planned to be a year-round program		
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? <input type="radio"/> Yes <input checked="" type="radio"/> No					
If you answered "Yes" to question 1.4, you must complete the table below and answer questions 1.5 and 1.6.					
	Heating	Cooling	Crisis	Weatherization	
TANF	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	
SSI	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	
SNAP	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Means-tested Veterans Programs	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	
	Program Name	Heating	Cooling	Crisis	Weatherization
Other(Specify) 1		<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
1.5 Do you automatically enroll households without a direct annual application? <input type="radio"/> Yes <input checked="" type="radio"/> 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?					
SNAP Nominal Payments					
1.7a Do you allocate LIHEAP funds toward a nominal payment for SNAP households? <input type="radio"/> Yes <input checked="" type="radio"/> No					
If you answered "Yes" to question 1.7a, you must provide a response to questions 1.7b, 1.7c, and 1.7d.					
1.7b Amount of Nominal Assistance: \$0.00					
1.7c Frequency of Assistance					
<input type="checkbox"/>	Once Per Year				
<input type="checkbox"/>	Once every five years				
<input type="checkbox"/>	Other - Describe:				
1.7d How do you confirm that the household receiving a nominal payment has an energy cost or need?					
Determination of Eligibility - Countable Income					
1.8. In determining a household's income eligibility for LIHEAP, do you use gross income or net income ?					
<input checked="" type="checkbox"/>	Gross Income				
<input type="checkbox"/>	Net Income				
1.9. Select all the applicable forms of countable income used to determine a household's income eligibility for LIHEAP					
<input checked="" type="checkbox"/>	Wages				

<input checked="" type="checkbox"/>	Self - Employment Income
<input checked="" type="checkbox"/>	Contract Income
<input type="checkbox"/>	Payments from mortgage or Sales Contracts
<input checked="" type="checkbox"/>	Unemployment insurance
<input type="checkbox"/>	Strike Pay
<input checked="" type="checkbox"/>	Social Security Administration (SSA ) benefits
<input type="checkbox"/>	<input type="checkbox"/> Including MediCare deduction
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Excluding MediCare deduction
<input checked="" type="checkbox"/>	Supplemental Security Income (SSI )
<input checked="" type="checkbox"/>	Retirement / pension benefits
<input checked="" type="checkbox"/>	General Assistance benefits
<input checked="" type="checkbox"/>	Temporary Assistance for Needy Families (TANF) benefits
<input type="checkbox"/>	Supplemental Nutrition Assistance Program (SNAP) benefits
<input type="checkbox"/>	Women, Infants, and Children Supplemental Nutrition Program (WIC) benefits
<input type="checkbox"/>	Loans that need to be repaid
<input type="checkbox"/>	Cash gifts
<input type="checkbox"/>	Savings account balance
<input type="checkbox"/>	One-time lump-sum payments, such as rebates/credits, winnings from lotteries, refund deposits, etc.
<input type="checkbox"/>	Jury duty compensation
<input checked="" type="checkbox"/>	Rental income
<input type="checkbox"/>	Income from employment through Workforce Investment Act (WIA)
<input type="checkbox"/>	Income from work study programs
<input checked="" type="checkbox"/>	Alimony
<input checked="" type="checkbox"/>	Child support
<input checked="" type="checkbox"/>	Interest, dividends, or royalties
<input checked="" type="checkbox"/>	Commissions
<input type="checkbox"/>	Legal settlements
<input type="checkbox"/>	Insurance payments made directly to the insured
<input type="checkbox"/>	Insurance payments made specifically for the repayment of a bill, debt, or estimate

<input checked="" type="checkbox"/>	Veterans Administration (VA) benefits
<input type="checkbox"/>	Earned income of a child under the age of 18
<input type="checkbox"/>	Balance of retirement, pension, or annuity accounts where funds cannot be withdrawn without a penalty.
<input type="checkbox"/>	Income tax refunds
<input type="checkbox"/>	Stipends from senior companion programs, such as VISTA
<input type="checkbox"/>	Funds received by household for the care of a foster child
<input type="checkbox"/>	Ameri-Corp Program payments for living allowances, earnings, and in-kind aid
<input type="checkbox"/>	Reimbursements (for mileage, gas, lodging, meals, etc.)
<input checked="" type="checkbox"/>	Other <p style="text-align: center;">Worker's compensation is counted as income. For social security and pensions, countable income is gross income minus health deductions.</p>

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

## Section 2 - HEATING ASSISTANCE

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

August 1987, revised 05/92,02/95,03/96,12/98,11/01  
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### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

### Section 2 - Heating Assistance

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

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

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

**2.2 Do you have additional eligibility requirements for HEATING ASSISTANCE?**  Yes  No

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

Do you require an Assets test ?  Yes  No

**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:**

**Renters living in subsidized housing:**

The policy for renters living in subsidized housing when heat is not included in the rent is that State specifies the flat payment and the ceiling amount for the rent per month. If rent in subsidized housing is greater than the ceiling amount specified by the State, then the LIHEAP benefit is issued according to the LIHEAP DEAP Benefit Matrix.

**Renters with utilities included in the rent:**

If heat is in rent and the household pays the entire rent amount, the fuel type for the benefit is determined to be electric.

**Elders, Disabled or Young Children:**

Once the LIHEAP applicant has been certified it receives a score.

Household members are associated with a specific LIHEAP application for the fiscal year. This data is stored in household table. On each save of an application a procedure called UpdateLiheapApplication\_S1 executes. Within this procedure all household members are evaluated.

Household members are stored in a table by application number and client identification. The household table references the LIHEAP client table to obtain date of birth and disability status of each member. Once the LIHEAP applicant has been certified it is assigned a score. According to the data received, the points are assigned in the following manner.

One point is added for each member of the household that is disabled. One point is added for each member of the household that is under 6 years at the date of the application. One point is added for each member of the household that is 60 years of age or older at the date of the application.

The date of birth is evaluated against the LIHEAP application date using a procedure named CalculateAge\_F1 to determine age. This procedure returns the age of the member on the date that the application was created. If the age is "60 or over" or is "less than 6" one point is assigned to the application. If the household member has a disability, another point is added. There is no upper limit to the score.

Examples: A) If a household has 10 members and 2 members are 60 or older the application is scored with 2 points. If one of the members is also disabled, then additional point is added bringing the total to 3 points. B) If a household has a child under the age of 6 years, one point is assigned to this application. If another member of the household is older than 5 and less than 60 but is disabled, an addition point is added bringing the total to 2 points. C) If a household has a child under the age of 6 years and is disabled, 2 points assigned to this application.

When these applications are processed for funding the applications with the highest score that are certified are processed first in the order that they were entered into the system, the rest in descending order. Other applications that had a score of zero and are certified are funded last as long as they met the constraints of household size and poverty level. This is a batch process that only funds applications to the extent of the available funding. If at any time during this process there are insufficient funds to fund the current application, it will look at the next application to see if it can fully fund that application. It will repeat this process until the available balance is zero or it runs out of applications.

Example: There are 10 households that scored three, 20 households that scored two, 5 households that scored one and 65 households that scored zero. The available funding is 50,000. The process will first process and fund the 10 households that scored three in the order that they were received. It would next do the same with the 20 households that scored two and so on until it runs out of funds.

**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.**

LIHEAP program is priority coded for Elderly, Disabled, and Families with Young Children. In addition, elderly and disabled have the opportunity for early application processing. For additional explanation please see also Section 2.3

**2.5 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
- Other - Describe:

Methodology for Calculating Benefits - Delaware is using the methodology that is given by the federal government for calculating poverty levels for the LIHEAP Household Report: "Divide the household's gross income by the dollar amount equal to 100% of the Federal Poverty Guidelines, multiply the result by 100, and express the result as a rounded percent." Hence, Delaware LIHEAP application calculates the poverty percent of the household first and then assigns the benefit amount to the household according to their fuel type.

The calculation of the heating benefit amount is dependent on the Delaware home energy burden data published in the "The Home Energy Affordability Gap" by Fisher, Sheehan & Colton, Public Finance and General Economics, Belmont, Massachusetts. For the federal fiscal year (FFY) 2021 benefit matrix the 2019 report was used, which was published in April 2020. The benefits are also weighted according to the fuel type. The weights are dependent on the average expenditures for heating fuels, published in "Short Term Energy Outlook" by United States Energy Information Administration. For the FFY 2021 benefit matrix, the 2020 EIA information was used, published in March 2020. The subsidized housing flat benefit and rent ceiling are calculated by using "HUD 50th Percentile Rent Estimates" and "HUD Program Section 8 Income Limits" published by Office of Policy Development and Research, United States Department of Housing and Urban Development. For the FFY 2021 benefit matrix the 2020 50th Percentile Rents and FFY 2020 Income Limits were used, issued on 04/10/2020. The calculations for the 2021 benefits have been included in the attachment.

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

**2.6 Describe estimated benefit levels for the fiscal year for which this plan applies**

<b>Minimum Benefit</b>	\$100	<b>Maximum Benefit</b>	\$1,550
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**2.7 Do you provide in-kind (e.g., blankets, space heaters) and/or other forms of benefits?**  Yes  No

If yes, describe.

Yes, we are planning to provide blankets. Blankets are distributed to the clients during the heating or crisis intake process (after the non-profit agency has purchased them). We also provide blankets to clients who receive energy education under Assurance 16 to decrease households' energy bills.

**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

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

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### 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:**

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

**3.2 Do you have additional eligibility requirements for COOLING ASSISTANCE?**  Yes  No

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

**Do you require an Assets test ?**  Yes  No

**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:**

The Summer Cooling Assistance Program (SCAP) has two components: Electricity and Air Conditioning (A/C). SCAP provides cooling assistance to eligible low-income households to reduce their energy burden by subsidizing the cost of their summer home energy bills and/or paying for the purchase, delivery and installation of room-sized air conditioners (A/C). The purpose of SCAP is to assist low-income households that are especially vulnerable to high temperatures, heat, and humidity. Therefore, the SCAP is targeted to households with members sixty or older, disabled, children five and under, and members that suffer from chronic breathing conditions, such as asthma or chronic obstructive pulmonary diseases of chronic bronchitis or emphysema. However, there can be exceptions to the targeted households depending on the availability of funding.

In addition, since FFY 2016, the SCAP A/C requires that the household has not received an air conditioner under SCAP A/C during the last ten (10) years. If the household is requesting an A/C during this period, they must provide bona fide justification for requesting another air conditioner. (For example, to receive a replacement for a stolen A/C, the applicant has to submit the police report)

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

The cooling assistance is only provided to the vulnerable population, unless there is sufficient funding to extend the eligibility for the assistance to other portions of the population.

**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

<input checked="" type="checkbox"/> Home energy cost or need:			
<input type="checkbox"/> Fuel type			
<input type="checkbox"/> Climate/region			
<input type="checkbox"/> Individual bill			
<input type="checkbox"/> Dwelling type			
<input type="checkbox"/> Energy burden (% of income spent on home energy)			
<input type="checkbox"/> Energy need			
<input checked="" type="checkbox"/> Other - Describe:			
<p>Cooling Benefit Matrix is not provided because the Cooling Electric Benefit amount depends on the funds available during the summer and it is distributed only to the LIHEAP eligible households within two-hundred poverty percent interval. Generally the Cooling Electric Benefit is distributed to the households that include vulnerable population members who are sixty or older, disabled, and five or younger. Cooling Electric Benefit is calculated equally between all the eligible households. Hence, all the eligible households usually receive the same amount for the benefit. Air Conditioners are provided only to the LIHEAP eligible households, within two-hundred poverty percent interval, that include vulnerable population members. Hence, the same matrix is relevant for heating and cooling.</p>			
Benefit Levels, 2605(b)(5) - Assurance 5, 2605(c)(1)(B)			
3.6 Describe estimated benefit levels for the fiscal year for which this plan applies			
Minimum Benefit	\$1	Maximum Benefit	\$1,000
3.7 Do you provide in-kind (e.g., fans, air conditioners) and/or other forms of benefits? <input checked="" type="radio"/> Yes <input type="radio"/> No			
If yes, describe.			
Yes, we provide fans if they are purchased.			
<p><b>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.</b></p>			

## Section 4 - CRISIS ASSISTANCE

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
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### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

## Section 4: CRISIS ASSISTANCE

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

**4.1 Designate the income eligibility threshold used for the crisis component**

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

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

**302. Crisis Intervention Program (CIP)**

Crisis Intervention Program has two components; Energy Crisis Intervention Program (ECIP) and Code Purple.

**302.1. Energy Crisis Intervention Program (ECIP)**

Energy Crisis Intervention Program (ECIP) provides assistance to the eligible households in the form of:

1. **Regular Crisis** that assists households year round with bill or equipment assistance contingent on:

- 1.1 Distinct weather conditions and financial resources;
- 1.2 Disaster or State of Emergency.

2. **Flat Crisis** that assists households with portion of energy bill, as a supplemental benefit, if there are adequate funds available and state office declares crisis payment because:

- 2.1 Prolonged severe or extreme weather event;
- 2.2 Upsurge in the price of home energy fuel type.
- 2.3 Disaster or State of Emergency.

Eligible households can receive more than one ECIP benefit per program year depending on the availability of funds and crisis situation.

**A. ECIP Regular Crisis**

ECIP Regular Crisis, is a year-round crisis program that assists eligible households with an energy crisis when the weather conditions of the subsequent 72 hours pose a serious threat to the health or safety of one or more members of the eligible household or when the state declares the state of emergency or disaster.

Regular Crisis is designed for the households that have been disconnected or are in the process of being disconnected from the energy source, or are under payment arrangement to avoid disconnection, or have received a rejection for future energy services. Additionally, the state could authorize a regular crisis benefit to the household for resolving the energy access issue that directly impedes the utilization of FAP benefit.

ECIP Regular Crisis is administered by Contractor and it is activated when the forecast, on any day, at 8:30 a.m. states that within the subsequent 72 hours the heat index is forecasted to be 95 degrees in Fahrenheit or more **OR** if the temperature is forecasted to be at or below 40 degrees in Fahrenheit. Contractor's offices in Wilmington, Dover, and Georgetown will check for their respective forecasts through the National Oceanic and Atmospheric Administration (NOAA).

ECIP is defined as: Assistance during the energy crisis situation. The eligible residents of the State of Delaware with gross household income less than or equal to 200% of poverty guideline, who are responsible for paying an energy bill, are considered to be experiencing an energy crisis whenever:

1. Weather conditions of the subsequent 72 hours pose a serious threat to the health or safety of one or more members of the eligible household **OR** the state has declared Disaster or State of Emergency; **AND**

2. Financial assessment demonstrates the household to be without sufficient resources for alleviating the crisis; **AND**

3. Household has no prospect for receiving resources within forty-eight (48) hours that could alleviate the crisis (Household is determined to be in a life-threatening situation if it can directly or indirectly lead to death of the member of the eligible household unless some form of assistance has been provided no later than eighteen (18) hours after the household has applied for ECIP benefit); **AND**

4. Household utility services for heating and cooling have been disconnected or energy source of delivered fuel vendor 100% depleted with rejection to future services; **OR**

5. Household is under the payment arrangement with utility services or delivered fuel vendor to avoid disconnection/rejection of future services; **OR**

6. Household has received a notice from the utility services for disconnection or has less than 1/4<sup>th</sup> of standard allocation from the delivered fuel vendor with rejection to future services; **OR**

7. Division has authorized crisis payment, which can include emergency repair of non-functional heating or cooling equipment. This section also covers ECIP Regular Crisis benefits authorized by State during Disaster or State of Emergency.

### **B. ECIP Flat Crisis**

ECIP Assistance can also become available for the eligible households if the State declares the crisis payment to the households as a supplemental benefit because the prolonged severe or extreme weather, or the upsurge in the price of the home energy fuel type, or extreme weather event, or disaster or state of emergency.

### **C. Disaster or State of Emergency**

In the case of disaster or state of emergency or extreme weather event, like a hurricane, tornado, flood or etc., Delaware will shift its eligibility of crisis component to 60% of the State Median Income (if the 60% SMI is higher than 200% federal poverty guideline).

The LIHEAP disaster policy could be activated by the following possible disasters: Storm, Flood, Tornado, Epidemics, Hurricane, Fire, Explosion, Earthquake, Landslide, Subsidence, CBRN, PH Emergency, Extreme Heat, Extreme Cold/Blizzard, Industrial Accident, Transport Accident, Volcanic Activity, Tsunami.

### **1. Epidemics Policy**

1.1 LIHEAP ECIP Disaster Epidemics Policy is activated when the state declares state of emergency or disaster for managing the spread of communicable diseases.

1.2 The aim of this policy is to mitigate the households' burden of energy cost accumulated during the quarantine or isolation.

1.3 Under this policy, LIHEAP, as the public health program, will distribute supplemental crisis benefits to the affected households to decrease the risk of negative consequences of subsequent energy crisis to the public health system.

1.4 The amount of the benefit will be determined by the state depending on the available funding. The state will consider:

1.4.1 The duration of the quarantine or isolation; **AND**

1.4.2 Its impact to the wages of the LIHEAP eligible households; **AND**

1.4.3 The effect of the loss of income on the ability of the households to cover its energy expenses.

1.5 If the state declares a quarantine for a specific geographic area or location, LIHEAP will distribute the ECIP benefit to all the LIHEAP eligible households within that area who have applied for LIHEAP during that program year.

1.6 If the state don't declare a quarantine for a specific geographic area or location, the households could be required to apply for supplemental crisis benefit by notifying the intake agency of their epidemics quarantine or isolation.

### **302.2 Code Purple**

CODE PURPLE has been deactivated until it has been further analyzed and structured to demonstrate that those benefiting are LIHEAP income eligible.

### **4.3 What constitutes a life-threatening crisis?**

The life-threatening situation is considered to be a life-threatening medical condition, such as a member on a life-support or required oxygen/CPAP machine. Household is determined to be in a life-threatening situation, which can directly or indirectly lead to death of the member of the eligible household unless some form of assistance has been provided no later than eighteen (18) hours after the household has applied for

ECIP benefit.

**Crisis Requirement, 2604(c)**

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

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

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

**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 ?**  Yes  No

**Must heating/cooling be medically necessary?**  Yes  No

**Must the household have non-working heating or cooling equipment?**  Yes  No

**Other?**  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

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

In the case of disaster or state of emergency or extreme weather event, like a hurricane, tornado, flood or etc., Delaware will shift its eligibility of crisis component to 60% of the State Median Income (if the 60% SMI is higher than 200% federal poverty guideline). For further explanation to 4.7 see the attached ECIP flow diagram. When the funding is limited, the ECIP flat benefit is distributed only to households with vulnerable population: elderly, disabled, children 5 and under.

**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:

Please see for reference the attached ECIP flow diagram. Max for regulated vendor \$1,500, max for non-regulated vendor \$800, max for emergency repair of equipment \$5,000.

**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.

Catholic Charities offers 4 locations geographically accessible to all households.

**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?

Mail-in and phone-in options are available for elderly and disabled. If the person desires to complete the application submission in person at the intake location, he or she can request for paratransit services from the DART First State, which provides services for disabled persons unable to use public fixed bus routes. <http://dartfirststate.com/information/paratransit/index.shtml>

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

**4.12 Indicate the maximum benefit for each type of crisis assistance offered.**

Winter Crisis \$0.00 maximum benefit

Summer Crisis \$0.00 maximum benefit

Year-round Crisis \$5,000.00 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

Yes, we are planning to provide blankets and fans.

**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.**

	Winter Crisis	Summer Crisis	Year-round Crisis
Heating system repair	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Heating system replacement	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cooling system repair	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cooling system replacement	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wood stove purchase	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pellet stove purchase	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Solar panel(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Utility poles / gas line hook-ups	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other (Specify): ECIP will provide equipment repair or replacement only under emergency as a last resort option, if any other State program, including LIHEAP weatherization program, cannot provide a solution	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

to the crisis and State LIHEAP Office believes that the only way to solve the crisis situation is to utilize the LIHEAP crisis funds.

**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.**

State of Delaware has moratorium on terminating services, which is dependent on the prevailing temperature. It is codified in the Delaware Administrative Code, Title 26 Public Utilities, Section 3000 Energy Regulations. The Conditions of Termination:

Heating Season

Under no circumstances may a covered utility terminate service for non-payment to a dwelling unit on a day when the National Weather Service reports that the 8:00 A.M. temperature measured at a location in the State of Delaware that is within fifty (50) miles of the subject dwelling unit is thirty-two degrees Fahrenheit (32F) or below on the morning of the date when said service is scheduled for termination.

Cooling Season

Under no circumstances may a covered utility terminate service for non-payment to a dwelling unit on a day when the 8:00 A.M. National Weather Service forecast contains a special weather statement or other information predicting that the Heat Index measured at a location in the State of Delaware that is within fifty (50) miles of the subject dwelling unit may equal or exceed one-hundred-five degrees Fahrenheit (105F) on the date when said service is scheduled for termination.

Below are the winter guidelines from one of the Delaware Primary Energy Vendors:

- 1) In effect from November 1 to March 30;
- 2) The account must have a suspension notice sent by first class mail notifying the customer of intent to disconnect. In addition, an insert detailing the customer's rights and responsibilities and a list of energy assistance organizations will be included with this suspension notice;
- 3) A suspension notice will also be mailed to the service address if the mailing address is different;
- 4) After sending the suspension notice but prior to the field visit, two (2) telephone attempts to contact the customer must be made on different days, with one being after 6:00 P.M.;
- 5) The temperature at 8:00 A.M. on the day of the scheduled field visit must be greater than 32 degrees otherwise scheduled field visits for that day will be postponed.

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

## Section 5 - WEATHERIZATION ASSISTANCE

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

August 1987, revised 05/92,02/95,03/96,12/98,11/01  
OMB Clearance No.: 0970-0075  
Expiration Date: 09/30/2020

### 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

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

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

5.3 If yes, name the agency. Department of Natural Resources and Environmental Control.

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

<b>Young Children?</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No
<b>House holds with high energy burdens?</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No
<b>Other? High Usage</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No

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.

**Renters**

There is a landlord letter and landlord authorization form given to the client, clients are given these items during their application process for WAP.

The WAP application data entry and household eligibility is determined during their intake appointment, but the application is not completed until the landlord form is signed and returned. Once returned, the applicant signs the WAP application and the application is officially completed and ready for the next step in WAP's process.

**Priorities**

Because of the high demand for weatherization services, the program frequently has a waiting list for services. The waiting list is comprised of families who have qualified for the program as noted above. In determining the order of weatherization, priority is given to applicants on the waiting list with certain characteristics.

**WAP Rank Algorithm**

Factor: Age

<b>Range</b>	<b>Points</b>
>= 0 and <= 1	5
>= 2 and <= 4	4
>= 5 and <= 9	3
>= 10 and <= 12	2
>= 13 and <= 17	1
>= 60 and <= 65	1
>= 66 and <= 71	2
>= 72 and <= 77	3
>= 78 and <= 83	4
>= 84	5

Factor: Disabled Members

1 point for each Disabled Member

Factor: Occupants

Range	Points
> 0 and < 3	1
> 2 and < 5	2
> 4 and < 7	3
> 6 and < 9	4
> 8	5

Factor: High Burden

If true, add 1 point, otherwise no points

Factor: High Usage

If true, add 1 point, otherwise no points

Factor: Poverty Level

Group	Points
Under 75%	5
75% - 100%	4
101% - 125%	3
126% - 150%	2
Above 150%	1

Once all points are tabulated the applicants are drawn from the list according to the highest point total. In the event families have the same number of points, the oldest actual application date will be used as the tie breaker.

**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? \$0

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

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

<input checked="" type="checkbox"/> Weatherization needs assessments/audits	<input checked="" type="checkbox"/> Energy related roof repair
<input checked="" type="checkbox"/> Caulking and insulation	<input type="checkbox"/> Major appliance Repairs

<input type="checkbox"/> Storm windows	<input type="checkbox"/> Major appliance replacement
<input checked="" type="checkbox"/> Furnace/heating system modifications/ repairs	<input type="checkbox"/> Windows/sliding glass doors
<input checked="" type="checkbox"/> Furnace replacement	<input type="checkbox"/> Doors
<input type="checkbox"/> Cooling system modifications/ repairs	<input checked="" type="checkbox"/> Water Heater
<input checked="" type="checkbox"/> Water conservation measures	<input type="checkbox"/> Cooling system replacement
<input checked="" type="checkbox"/> Compact florescent light bulbs	<input checked="" type="checkbox"/> <b>Other - Describe:</b> On item 5.9, DNREC monitors the cost per home so that it doesnt exceed the Average Cost per Unit of \$7,669. In addition, DNREC ensures that no more than 15% of the total cost per home is spent on Health & Safety (average over the total number of units weatherized). In doing this, we do not restrict the cost for each unit, we manage the overall funds spent in averages to be in compliance with DOE rules.

**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)**

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

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

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

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

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

Publish articles in local newspapers or broadcast media announcements.

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

Mass mailing(s) to prior-year LIHEAP recipients.

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

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

Other (specify):

LIHEAP intake services by telephone for the physically infirmed (ie., elderly or disabled).

Delaware LIHEAP also conducts outreach by providing various informational booklets and calendars when they are available. In addition, Delaware works closely with energy vendors and other non-profits to increase the awareness of program.

**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**

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 MODEL PLAN  
 SF - 424 - MANDATORY**

**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.).

<input type="checkbox"/>	Joint application for multiple programs
<input checked="" type="checkbox"/>	Intake referrals to/from other programs
<input type="checkbox"/>	One - stop intake centers
<input type="checkbox"/>	Other - Describe:

DE State Service Centers do intake referrals to LIHEAP. Prime-contractor's intake workers refer clients to other low-income programs and vice versa.

**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**

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
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 MODEL PLAN  
 SF - 424 - MANDATORY**

**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?**

<input checked="" type="checkbox"/>	Administration Agency
<input type="checkbox"/>	Commerce Agency
<input checked="" type="checkbox"/>	Community Services Agency
<input type="checkbox"/>	Energy / Environment Agency
<input type="checkbox"/>	Housing Agency
<input checked="" type="checkbox"/>	Welfare Agency
<input type="checkbox"/>	Other - Describe:

**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?**

LIHEAP is administered by Delaware Health and Social Services. Outreach, intake and application processing is performed by our prime contractor, which is a non-profit agency. Additionally, since 2017 program year, the intake has been made more accessible to low-income households by prime contractor rotating staff members between State Service Centers so that there would be one intake worker present during the week in one of the State Service Centers in each county.

Weatherization is administered by another state department, Department of Natural Resources and Environmental Control, which contracts with non-profits to perform LIHEAP weatherization. Division of State Service Centers participates in the application processing on a limited basis and final eligibility determinations for benefits are made by the non-profit agency.

LIHEAP intake and outreach is performed totally separately from that of TANF and SNAP, as two separate Divisions are responsible for the administration of the two programs and they do not share sub-grantees. However, LIHEAP cooperates with other government and non-

governmental agencies through referrals, education, and outreach events.

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

LIHEAP is administered by Delaware Health and Social Services. Outreach, intake and application processing is performed by our prime contractors, which are the non-profit and community action agencies.

LIHEAP intake and outreach is performed totally separately from that of TANF and SNAP, as two separate Divisions are responsible for the administration of the two programs and they do not share sub-grantees. However, LIHEAP cooperates with other government and non-governmental agencies through referrals, education, and outreach events.

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

LIHEAP is administered by Delaware Health and Social Services. Outreach, intake and application processing is performed by our prime contractor, which is a non-profit agency. However, sometimes some of the crisis funds are distributed through the State Service Centers to increase access to the crisis benefits.

LIHEAP intake and outreach is performed totally separately from that of TANF and SNAP, as two separate Divisions are responsible for the administration of the two programs and they do not share sub-grantees. However, LIHEAP cooperates with other government and non-governmental agencies through referrals, education, and outreach events.

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

**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?**

Requests for Proposals are conducted in 5 or 10 year cycles depending on the complexity of the solicitation. For weatherization component there exists MOU between two Departments, DHSS and DNREC.

The DNREC holds three-year contracts with their WAP subgrantee, with an option to extend for two one-year periods. Subgrantees are procured through RFP process every 3-5 years.

There are three administering agencies in total for Delaware LIHEAP because the DNREC administers weatherization program through two non-profit agencies and the DHSS administers heating, cooling and crisis through two agencies.

**8.7 How many local administering agencies do you use? 3**

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

- Yes
- No

**8.9 If so, why?**

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

<input type="checkbox"/>	
<input type="checkbox"/>	<b>Other - describe</b>
<p>At the end of March 2020, an existing Subgrantee was released from their weatherization contract and a new Subgrantee was being procured through the state process. At the time of developing the 2021 LIHEAP State Plan, the procurement process was underway and a selection had not occurred.</p>	
<p><b>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.</b></p>	

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

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

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

#### 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.

Clients are issued two party checks when the non-delivered (a/k/a regulated) energy vendor they use does not contract with the State's prime contractor to participate as a fuel vendor under LIHEAP. Clients must select delivered fuel vendors from a comprehensive list of vendors, who contract with the State's prime contractor.

The State's prime contractor issues 1-party checks to HH, who 1) pay for their heat through their lot rent to a mobile home park; or 2) pay for their heat to a 3rd party billing company.

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

Once this benefit amount is assigned a letter is printed and mailed to the applicant informing them of their benefit amount.

The expectation is that the clients are informed of their eligibility/benefit within 7 business days.

##### 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?

All the necessary language is included in the Vendor Agreements.

Delivered fuel vendors don't get reimbursed without proof of fuel delivery. Non-delivered fuel vendors are required to show usage that equals or exceeds the benefit payment, during the DEAP time period of October 1 – April 30. If they cannot, then the remainder of the benefit is returned to the contractor, who returns it to the state.

##### 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?

Fuel Vendor Contracts. Unregulated vendors may not charge a LHEAP household differently than they charge their other customers. Vendors of delivered fuels get reimbursed after the services to the households have been provided. The crisis payments are dependent on alleviating crisis.

##### 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.

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

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

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

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

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

LIHEAP funds are tracked by the Delaware Accounting System called First State Financial Accounting System (FSF) and additionally by utilizing Microsoft Excel Spreadsheets.

LIHEAP funds are tracked by the Delaware Accounting System called First State Financial Accounting System (FSF) and additionally by utilizing Microsoft Excel Spreadsheets.

DHSS/DSSC/OCS conducts financial and program monitoring on an annual basis with LIHEAP primary contractor. Contracts used by DHSS/DSSC/OCS require that the contractor agency shall maintain complete and accurate financial/accounting records, using (GAAP) along with following LIHEAP policies and procedures. Programmatic activities are monitored regularly through reports, computer printouts and site visits to ensure contract compliance. Findings requiring corrective action are noted in a written report.

LIHEAP system tracks the refund amount from each client. The non-profit sends the State the check for all the refunds it has received from the energy vendors. The check includes the back-up that is a report from the LIHEAP system that shows the allocated benefit, cost of fuel delivered and any refunds on the application. This report can only run for one vendor at a time. The funds are credited based on the coding provided by the program. Program uses the supporting documentation from the non-profit to determine the fiscal year and services to apply the credit. If we receive a credit we do not add the funds back to the purchase order, the funds are returned to the available balance of the grant.

**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

Finding	Type	Brief Summary	Resolved?	Action Taken
1	financial	Time and effort certifications were not documented in accordance with federal requirements.	Yes	training changes
2	other	The Division did not furnish all the required federal award identification information 2 CFR 200.331 (a)(1) to its subrecipients at the time of the subaward.	In Progress	procedure/policy changes

**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

<input type="checkbox"/> Local agencies/district offices are required to have an annual audit (other than A-133)
<input checked="" type="checkbox"/> Local agencies/district offices' A-133 or other independent audits are reviewed by Grantee as part of compliance process.
<input checked="" type="checkbox"/> Grantee conducts fiscal and program monitoring of local agencies/district offices
<b>Compliance Monitoring</b>
<b>10.5. Describe the Grantee's strategies for monitoring compliance with the Grantee's and Federal LIHEAP policies and procedures: Select all that apply</b>
<b>Grantee employees:</b>
<input checked="" type="checkbox"/> Internal program review
<input checked="" type="checkbox"/> Departmental oversight
<input checked="" type="checkbox"/> Secondary review of invoices and payments
<input checked="" type="checkbox"/> Other program review mechanisms are in place. Describe:
<b>Local Administering Agencies / District Offices:</b>
<input checked="" type="checkbox"/> On - site evaluation
<input checked="" type="checkbox"/> Annual program review
<input type="checkbox"/> Monitoring through central database
<input checked="" type="checkbox"/> Desk reviews
<input checked="" type="checkbox"/> Client File Testing / Sampling
<input type="checkbox"/> Other program review mechanisms are in place. Describe:
WAP is required to obtain the Single Audit for each of its Subgrantees annually. Each Subgrantee undergoes a complete programmatic monitoring (administrative and technical) annually that is conducted by the Grantee (DNREC) as required by the Department of Energy.
<b>10.6 Explain, or attach a copy of your local agency monitoring schedule and protocol.</b>
<p>At least every two years the primary sub-grantee is monitored by an internal auditor from DSSC. Throughout the year file monitoring is conducted by DSSC. If DNREC and other state agencies receive LIHEAP funds, they are monitored by the DSSC internal auditor.</p> <p>For the purpose of monitoring, eligibility files will be randomly selected by using Microsoft Office Excel functions that generate random numbers between the range specified. =RANDBETWEEN(range bottom, range top), which returns a random integer number between the range specified. The range of the set will be inquired from the contractor whose files are going to be audited. The set will be created from the application numbers.</p> <p>The sample size will be determined according to the following criteria: a) confidence level between 90% and 95% (90 and 95 included); b) margin of error 5% and 10%.</p>
<b>10.7. Describe how you select local agencies for monitoring reviews.</b>
<p><b>Site Visits:</b></p> <p>All agencies are monitored using risk assessment methodology.</p> <p>Local agencies are selected for monitoring based on discussions with the Fiscal Management Unit Administrator and the Fiscal Management Unit Internal Auditor. The Internal Auditor utilizes annual risk assessments of local agencies as well as the review of program monitoring reports completed by the Office of Community Services. We also undertake monitoring based on referrals from other local agencies.</p> <p>Site Visits and Desk Reviews are based on: Prior year findings, risk assessment, referrals, and program monitoring reports.</p>
<p><b>Desk Reviews:</b></p> <p>All agencies are monitored continuously as the state receives the requests for reimbursements.</p>

Site Visits and Desk Reviews are based on: Prior year findings, risk assessment, referrals, and program monitoring reports.

**10.8. How often is each local agency monitored ?**

Portions of LIHEAP are monitored annually.

The WAP is overseen by DNREC and they conduct regular monitorings of their Subgrantees throughout the year along with the annual monitoring of the administrative and technical functions. The two WAP Subgrantees are Catholic Charities and the Energy Coordinating Agency (ECA). Catholic Charities was formally monitored by DNREC in November 2019 by conducting a full review of the administrative and technical functions. The ECA was formally monitored by DNREC in October 2019 by conducting a full review of the administrative and technical functions. This is the second year that ECA has been in the Delaware WAP and Catholic Charities completed their contract with WAP on March 31, 2020; they had been in the program since 2014. WAP is currently undergoing a state procurement process to attract a new Subgrantee to replace Catholic Charities.

The WAP State Program Monitor had conducted 6 formal monitorings throughout the year in the field, in addition to the 11 associated with the annual monitorings. The WAP State Program Monitor also conducts informal visits in the field to review subcontractor work quality, compliance with home energy audits, and health & safety practices.

The next annual monitorings for the WAP Subgrantees will be in October and November 2020.

**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? 0**

**10.12. How many local agencies are currently on corrective action plans for financial accounting or administrative issues? 0**

**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) - Assurance 12, 2605(c)(2)**

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: 09/30/2020
<p><b>LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)</b>  <b>MODEL PLAN</b>  <b>SF - 424 - MANDATORY</b></p>	

**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:

The comments are also collected from sub-grantees and the plan is changed accordingly before the public review

**11.2 What changes did you make to your LIHEAP plan as a result of this participation?**  
 This section will be amended after public hearing and public comment period if the LIHEAP receives any comments. LIHEAP received comments from 3 individuals and their comments have been considered.

**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?**

	Date	Event Description
1	07/20/2020	LIHEAP Federal Grants Application FFY 2021 - Virtual Public Hearing over Webex

**11.4. How many parties commented on your plan at the hearing(s)?** 3

**11.5 Summarize the comments you received at the hearing(s).**  
 This section will be amended after public hearing and public comment period if the LIHEAP receives any comments. LIHEAP received comments from 3 individuals and their comments have been considered.

**11.6 What changes did you make to your LIHEAP plan as a result of the comments received at the public hearing(s)?**  
 This section will be amended after public hearing and public comment period if the LIHEAP receives any comments. LIHEAP received comments from 3 individuals and their comments have been considered.

**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

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

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OMB Clearance No.: 0970-0075  
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### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

## 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? None

12.2 How many of those fair hearings resulted in the initial decision being reversed? None

12.3 Describe any policy and/or procedural changes made in the last Federal fiscal year as a result of fair hearings?

None

12.4 Describe your fair hearing procedures for households whose applications are denied.

Applicants or clients who want a formal Fair Hearing should contact the county agency that served them and that office will make the necessary arrangements for such a hearing.

The first step in this process should be an agency conference where agency personnel and the applicant/client try to resolve any difficulties. Please note that this is an informal hearing only, and in no way does it interfere with the applicant's or client's right to request a formal hearing. Those staff members concerned with applicant's/client's specific application, as well as a supervisor, should attempt at this time to explain fully how any decisions were arrived at, and they should take any additional information that the applicant/client wishes to present. If the problem is resolved at this level, the applicant/client should be notified of the decision about any change in determination if applicable, by the appropriate contractor agency. If the applicant/client is still not satisfied with the determination and requests a formal hearing, the appropriate contractor agency will then make arrangements for a fair and impartial hearing.

**The opportunity for a hearing will include the right to appeal from the following:**

1. A denial of benefits, in whole or in part;
2. A change in the amount of benefit;
3. The manner or form of payments;
4. Undue delay in making payment adjustment or acting upon a request or application;
5. A denial of a request for a correction or a deletion in the case file.

**Procedures to follow upon request for Fair Hearing by DEAP applicant/client:**

1. Clearly explain the basis for questioned decisions or actions to DEAP applicant/client;
2. Explain his/her rights and the Fair Hearing proceedings to the applicant/client;
3. Provide the necessary forms and explain to the applicant/client how to file his appeal, and, if necessary, how to fill out the forms; and
4. Advise the applicant/client that he may be represented by an attorney, relative, friend or other spokesperson and explain that he may contact his local bar association to locate the legal services available in the county.

12.5 When and how are applicants informed of these rights?

Applicants are informed of their right to a fair hearing by the intake worker at the time of the appointment. The application signed by the applicant, includes a statement notifying applicants of their right to a fair hearing. The notification about the right to a fair hearing is also included in the paper application and in the eligibility letter.

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

The procedures for fair hearing are exactly the same as for the applications that have been denied. Please see the Section 12.4 for the procedures.

12.7 When and how are applicants informed of these rights?

Please see the Section 12.5 for the answer.

**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

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
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### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

## 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?

DHSS uses LIHEAP funds to provide several Assurance 16 services to eligible clients, including materials with energy education. Assurance 16 is also utilized for in-kind purchases, like blankets and fans.

#### LIHEAP CALENDAR

LIHEAP office uses Assurance 16 funds for printing calendars that include energy education and information about various services for the low-income households, during the program years that it has labor capacity to execute such an activity. The calendar would include comprehensive information about programming available to low-income families in Delaware. Innovative energy savings tips and educational resources to encourage easy to adapt energy consumption behaviors will be included. Information about other home health and safety indicator, such as the Healthy Homes indicators, will be included in order to promote a comprehensive approach to encouraging families to adopt a safe, healthy, and cost-saving lifestyle. Information will also be included in the calendar about the environmental impacts of energy usage.

#### ENERGY EDUCATION Assurance 16 Services

DHSS allocates LIHEAP funds for Assurance 16 to a local agency, First State Community Action Agency, which administers a Replacing/Repairing Heaters & Conserving Energy (RRHACE) Program and a Summer Cooling Assistance Program (SCAP). Both of these programs target low-income households throughout Delaware, and the Assurance 16 Energy Education services are provided as a critical component of each program.

#### RRHACE Assurance 16

Assurance 16 funds are used to support the activities of an Energy Educator.

The Energy Educator is responsible for a variety of activities that include the following, at a minimum:

- Provide an initial energy assessment that explores household energy consumption and usage behaviors;
- Determine the baseline of the household's energy use to be used as the metric for change;
- Provide personalized energy education aimed at modifying usage or behaviors elevating energy costs in the household;
- Provide participating households with an Energy Conservation Kit (EcoKit) which is comprised of energy-saving items for household use;
- Assist with the installation of EcoKit materials as appropriate and education participating families on the direct impact on their energy consumption as a result of installing the EcoKit materials;
- Provide budget counseling to mitigate the impact of late fees, disconnection and reconnection charges, etc.;
- Provide referrals and one-on-one support for navigating and accessing other non-LIHEAP resources for which the household may be eligible;
- Periodically generate and review Energy Report Cards with households that present their energy usage over time in a digestible and easy-to-understand infographic manner in order to illustrate the impact of their energy savings efforts.

The Energy Educator facilitates community-based workshops on a variety of energy-related topics. The subject matter of the workshop varies based on the target audience. Workshops are held in a variety of settings and with a broad spectrum of participants. In FFY 2021, FSCAA aims to ramp up community-based educational activities. Interactive workshop sessions targeting specific demographic sectors of low-income communities will be a focus for this year. Seniors and youth engaged in other programming provided at FSCAA, and other DHSS and community partner programs, will be targeted for interactive sessions around energy-saving behaviors.

#### SCAP Assurance 16 Services

Participants in the Summer Cooling Assistance Program receive comprehensive, personalized energy education. Specific education related to the use of the window air conditioner that program provides is a primary focus. Participants in SCAP are also provided with the EcoKit materials as described in the RRHACE Assurance 16 Services section to support reduction in consumption and positive usage behaviors.

IN-KIND PRODUCTS: BLANKETS and FANS

Assurance 16 funds are used for purchasing blankets and fans. Both of these products are necessary for the low-income population because they conserve energy and decrease energy bills. These are low-cost measures aimed at lowering energy usage. By increasing the comfort feel of the home (i.e. warmer with a blanket in winter or cooler with a fan in the summer) program participants are more likely to set thermostats a more appropriate temperature and thereby reduce their consumption.

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

The LIHEAP program manager tracks and maintains spending limits related to any Assurance 16 activities to ensure that no more than 5% of the LIHEAP funds are used for these activities.

**13.3 Describe the impact of such activities on the number of households served in the previous Federal fiscal year.**

NOTE: The data is always a year behind, i.e., in the FY 2020 Plan we reported 2018 information; and in FY 2021 Plan we reported 2019 information.

RRHACE Assurance 16 Services

The Replacing, Repairing Heaters and Conserving Energy Program is intended to assist families with low incomes in reducing their energy burden. The program achieves this goal by combining the repair or replacement of a home heating system with the personalized Energy Education component funded by Assurance 16. The dual-pronged approach of ensuring a home is equipped with a heating system that is in working order and that the household members are equipped with the knowledge, skills, and tools (i.e. EcoKit materials) to engage in positive energy consumption behaviors has proven to result in reduced energy burden.

The anticipated impacts of these Assurance 16 activities include the following:

- Reduced energy consumption and water consumption due to EcoKit measures and Energy Education;
- Improved health and safety due to energy education from the Energy Educator and the energy conservation workshops;
- Reduced utility bills and arrearages due to financial and budget counseling provided by Energy Educator;
- Reduced utilization of LIHEAP funds due to lower household energy expenses and access to non-LIHEAP.

The RRHACE Program has worked with APPRISE for process evaluation since FFY 2016. FFY 2016 and FFY 2017 focused on assessment of program design, implementation, and impact. FFY 2016 process evaluation included in-depth interviews with staff and program participants. On-site observations were recorded. FFY 2017 evaluation produced a survey targeting 100 RRHACE program participants and further interviews. This evaluation process revealed high levels of client satisfaction, shifts in energy use and behavior, and reduction in household energy bills. Areas of opportunity were identified as well. FFY 2018 collaboration with APPRISE resulted in a comprehensive impact analysis report.

In FFY 2019 APPRISE process evaluation was focused on maximizing the impacts of the program that were previously identified in the FFY 2017 impact report, minimizing cost per outcome to maximize impact of funds available, and ensuring that the program was employing best practices that set the program apart from comparable programs nationwide. APPRISE made a site visit to FSCAA in July 2019 that resulted in the following program recommendations:

- Implementation of a new site and final inspection form based on APPRISE input to ensure accurate, thorough findings are considered when determining whether a heating system will be repaired or replaced to ensure maximum impact of program funds;
- Establishment of minimum qualification level for Site Inspectors based on industry standards – i.e. BPI certification, State Division of Professional Regulation Master HVAC Technician license;
- Incorporating new criteria into final inspection format to shift the focus of the inspection from “is the unit functional” to “is the unit SAFE”;
- Offered insight into negotiating with towns and other municipalities to waive permit fees, etc. due to target audience of program in order to reduce cost per job and increase number of participants the program could impact annually;
- Recommendation to align RRHACE Standard Operating Procedures with leading national Weatherization provider programming as these are tested programs with well documented impacts proven over time;
- Inclusion of draft and combustion testing results in final inspection as safety measure in addition to existing data points provided (gas leak test, flue gas analysis, spillage, furnace temp rising) as a measure of unit’s safety at time of repair or replacement;
- Addition of a checklist to site inspection form to ensure uniformity and a systematic approach to the decision process around repair vs. replacement of a unit;
- Implementation of an innovative ongoing maintenance education program to ensure households are appropriately completing

maintenance on units to minimize unnecessary damage to units as a result of negligence;

- Ensure households are registering their units with manufacturer to validate warranties.

#### SCAP Assurance 16 Services

A formal assessment of the SCAP Program has not been completed to date.

The impacts of these Assurance 16 activities in the SCAP Program are as follows:

- Reduced energy consumption and water consumption due to EcoKit measures and Energy Education;
- Improved health and safety due to energy education about the use of air conditioning equipment.

Installation of EcoKit measures in households participating in the SCAP Program result in improved energy use behaviors, reduced energy consumption, reduced water consumption. Program participants are provided with printed literature like brochures that outline energy saving behaviors, tips and tricks for reducing household energy use, and other useful information. The Energy Educator also provides counseling related to programs available by way of the household's energy provider, financial coaching resources, and other appropriate programming that is available at no cost to the client.

### **13.4 Describe the level of direct benefits provided to those households in the previous Federal fiscal year.**

NOTE: The data is always a year behind, i.e., in the FY 2020 Plan we reported 2018 information; and in FY 2021 Plan we reported 2019 information.

#### RRHACE Assurance 16 Services

During FFY 2019, 198 households applied for the RRHACE program, from which 102 had their heater replaced and 16 had their heater repaired. During the RRHACE services, the following Assurance 16 services were provided:

- 125 households received Ecokits
- 125 households received energy education
- 22 households attended energy conservation workshops

#### SCAP Assurance 16 Services

During FFY 2019, 546 households applied for the SCAP program, from which 450 received a room-sized air conditioning unit. During the SCAP services, the following Assurance 16 services were provided:

- 237 households received an Ecokit
- 541 households received energy education.

The Energy Conservation Kit (EcoKit) includes the following items:

1. four (4) light-emitting diode bulbs (LEDs),
2. one (1) LED night light,
3. one (1) two gallon per minute shower head,
4. two (2) one gallon per minute faucet nozzle,
5. one (1) toilet tank bank,
6. one (1) 9V battery and smoke/carbon detector [if there is a combustible appliance in the home]
7. one (1) reusable tote bag for grocery shopping

Average annual savings per household based on the EcoKit measures are as follows:

- Energy: 845kwh, Water: 5,050 gal, Financial: \$267
- Emissions: CO2: 800 lbs, CH4: 10 gr, N2O: 6 gr
- Energy Saving Kit Cost: \$29.82 per household

While the direct impact of Energy Education, Energy Workshops, budget counseling, and program referrals have not been estimated, it can be assumed based on existing validated research that there are proxy impacts and outcomes from these activities. For example, materials included in the EcoKit are proven to have direct impact on energy consumption (ex. LED light bulbs use less electricity than traditional incandescent bulbs).

**13.5 How many households applied for these services?** Households do not need to apply separately to receive Assurance 16 services. All participants in the RRHACE program are enrolled in A16 Energy Education and receive an EcoKit. EcoKits and Energy Education are also provided to SCAP Program Participants.

**13.6 How many households received these services?** A total of 666 households received Assurance 16 services in conjunction with the RRHACE and SCAP Programs in FFY 2019.

**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

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

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### 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.

Currently N/A

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

Resource	What is the type of resource or benefit ?	What is the source(s) of the resource ?	How will the resource be integrated and coordinated with LIHEAP?
1	Catholic Charities Basic Needs Program	Supplied by Catholic Charities	Programs are all administered by Catholic Charities Inc, which is the sub-grantee agency for the LIHEAP in Delaware. This enables the DEAP to effectively leverage LIHEAP funds with other resources available in the State of Delaware.
2	The Needy Family Fund	Solicits donations from citizens	Programs are all administered by DSSC or Catholic Charities Inc, which is the grantee agency for the LIHEAP in Delaware. This enables the DEAP to effectively leverage LIHEAP funds with other resources available in the State of Delaware.
3	Sussex County Fuel Fund	Donations	Programs are all administered by DSSC or Catholic Charities Inc, which is the grantee agency for the LIHEAP in Delaware. This enables the DEAP to effectively leverage LIHEAP funds with other resources available in the State of Delaware.
4	Kent/Sussex Sharing Fund	Donations with Utility Matching Funds	Programs are all administered by DSSC or Catholic Charities Inc, which is the grantee agency for the LIHEAP in Delaware. This enables the DEAP to effectively leverage LIHEAP funds with other resources available in the State of Delaware.
5	Utility Fund	State funded	Programs are all administered by DSSC or Catholic Charities Inc, which is the grantee agency for the LIHEAP in Delaware. This enables the DEAP to effectively leverage LIHEAP funds with other resources available in the State of Delaware.
6	State Funds	State funded	Programs are all administered by DSSC or Catholic Charities Inc, which is the grantee agency for the LIHEAP in Delaware. This enables the DEAP to effectively leverage LIHEAP funds with other resources available in the State of Delaware.
7	Regional Greenhouse Gas Initiative	Proceeds from Taxes on Carbon Emissions.	Programs are all administered by DSSC, DNREC, Catholic Charities Inc. and First State Community Action Agency Inc., which are the sub-grantee agencies for the LIHEAP in Delaware. This enables the DEAP to effectively leverage LIHEAP funds with other resources available in the State of Delaware.
8	ESCHEAT	Delaware Electric Cooperative	Programs are all administered by DSSC or Catholic Charities Inc, Salvation Army, First State Community Action Agency Inc., This enables the DEAP to effectively leverage LIHEAP funds with other resources available in the State of Delaware.
9	Good Neighbor Energy Fund	Delamarva solicits donations from their customers and matches this amount with a corporate donation from shareholder.	Some coordination with the DSSC, but not administered by DSSC.
10	Fuel Vendor Discounts	Offered by participating Fuel Vendors.	Some coordination with the DSSC, but not administered by DSSC.

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



## Section 15 - Training

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

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

## 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

As needed

Other - Describe:

Employees are provided with policy manual

Other-Describe:

Conferences, workshops, and other-in house sessions addressing various training. There are quarterly meetings with the weatherization team that is located under different state agency and there are several national weatherization trainings that both teams attend together.

**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

Local agencies receive quarterly and monthly meetings depending on the amount funds that they administer. During the meetings various subjects are discussed, including any issues with policies or procedures. Local agencies are also offered opportunities to attend national conferences that reflect the program components they administer. Prime contractor provides policy manuals to its staff at the annual training, which includes a thorough review it.

**c. Vendors**

Formal training conference

How often?

Annually

Biannually

<input type="checkbox"/>	As needed
<input type="checkbox"/>	Other - Describe:
<input checked="" type="checkbox"/>	Policies communicated through vendor agreements
<input type="checkbox"/>	Policies are outlined in a vendor manual
<input checked="" type="checkbox"/>	Other - Describe: The vendor agreements explains the policies and expectations to the vendors. Administering agency conducts an annual vendor agreement meeting with the fuel vendors that provides an opportunity for the vendors to discuss policies, if needed.
15.2 Does your training program address fraud reporting and prevention?	
<input checked="" type="radio"/> Yes <input type="radio"/> No	
<p><b>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.</b></p>	

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

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: 09/30/2020

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

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

**16.1 Describe your progress toward meeting the data collection and reporting requirements of the four required LIHEAP performance measures. Include timeframes and plans for meeting these requirements and what you believe will be accomplished in the coming federal fiscal year.**

DE LIHEAP has been working with the sub-grantees and vendors to accomplish the collection of data for the performance measures. Delaware has been submitting data for the performance measures since 2016 report.

However, DE will continue having the following software issues because DE does not receive sufficient amount of administrative funds for developing a more sophisticated system:

- 1) Data exchange with the energy vendors has to be executed manually with the help of the Excel spreadsheets, because creating a portal or some other electronic solution is too cost prohibitive;
- 2) Storing and accessing the data will be a challenge beyond the limited capabilities that have been designed into the new software;
- 3) Fixing defects and data errors will be dependent on the availability of the administrative funds that are limited by statute to 10% of the grant;
- 4) Cost of Operations and Maintenance of the software that provides data collection for reports is beyond financial ability of the program because Delaware's 10% of the grant for the administrative purposes is significantly less from the 45 other states that administer LIHEAP. However, the base capital cost for designing and managing the software that can collect LIHEAP data is the same for all the states because they all have to provide the same outcome variables in their federal reports. Hence, the states that receive smaller grants and have to administer the entire program with the federal funds are worse off managing complex data systems necessary for data collection than the states that receive bigger grants.

Meanwhile, LIHEAP office is executing all the available solutions for assuring data integrity of the reports by manually reviewing the reports before they are entered into the federal OLDC system. The discrepancies that are noticed by LIHEAP office are reported back to the Information Resource Management Unit for further clarification and explanation. If the clarification process produces a different value, the report is adjusted accordingly.

**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)**

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: 09/30/2020

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

**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:

**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:

Following wesite allows fraud reporting to the DHSS:  
<http://www.dhss.delaware.gov/dhss/dms/arms/reportfraud.html>  
This website is also published at the prime-contractor's webste. The new printed outreach materials of the prime-contractor will also include phone numbers for reporting fraud and waste.  
DE application states the following:"I understand that it is against the law to make false statements and that I am subject to prosecution if I do."

**17.2. Identification Documentation Requirements**

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

Type of Identification Collected	Collected from Whom?		
	Applicant Only	All Adults in Household	All Household Members
Social Security Card is photocopied and retained	<input type="checkbox"/> Required	<input type="checkbox"/> Required	<input checked="" type="checkbox"/> Required
	<input type="checkbox"/> Requested	<input type="checkbox"/> Requested	<input type="checkbox"/> Requested
Social Security Number (Without actual Card)	<input type="checkbox"/> Required	<input type="checkbox"/> Required	<input type="checkbox"/> Required

	<input type="checkbox"/>	Requested	<input type="checkbox"/>	Requested	<input checked="" type="checkbox"/>	Requested	
Government-issued identification card (i.e.: driver's license, state ID, Tribal ID, passport, etc.)	<input type="checkbox"/>	Required	<input checked="" type="checkbox"/>	Required	<input type="checkbox"/>	Required	
	<input type="checkbox"/>	Requested	<input type="checkbox"/>	Requested	<input type="checkbox"/>	Requested	
		Applicant Only Required	Applicant Only Requested	All Adults in Household Required	All Adults in Household Requested	All Household Members Required	All Household Members Requested
1		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Describe any exceptions to the above policies.							
No exceptions							
<b>17.3 Identification Verification</b>							
Describe what methods are used to verify the authenticity of identification documents provided by clients or household members. Select all that apply							
<input type="checkbox"/> Verify SSNs with Social Security Administration							
<input type="checkbox"/> Match SSNs with death records from Social Security Administration or state agency							
<input checked="" type="checkbox"/> Match SSNs with state eligibility/case management system (e.g., SNAP, TANF)							
<input type="checkbox"/> Match with state Department of Labor system							
<input type="checkbox"/> Match with state and/or federal corrections system							
<input type="checkbox"/> Match with state child support system							
<input type="checkbox"/> Verification using private software (e.g., The Work Number)							
<input type="checkbox"/> In-person certification by staff (for tribal grantees only)							
<input type="checkbox"/> Match SSN/Tribal ID number with tribal database or enrollment records (for tribal grantees only)							
<input checked="" type="checkbox"/> Other - Describe:  SSNs are validated by intake staff by requesting original SS card or official document from the social security office that includes their SS number. In addition, the state's internal case management system also assigns unique identifiers to the clients called master client index that is used to receive all the State of Delaware DHSS benefits.							
<b>17.4. Citizenship/Legal Residency Verification</b>							
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.							
<input checked="" type="checkbox"/> Clients sign an attestation of citizenship or legal residency							
<input type="checkbox"/> Client's submission of Social Security cards is accepted as proof of legal residency							
<input checked="" type="checkbox"/> Noncitizens must provide documentation of immigration status							
<input checked="" type="checkbox"/> Citizens must provide a copy of their birth certificate, naturalization papers, or passport							
<input type="checkbox"/> Noncitizens are verified through the SAVE system							
<input type="checkbox"/> Tribal members are verified through Tribal enrollment records/Tribal ID card							
<input type="checkbox"/> Other - Describe:							
<b>17.5. Income Verification</b>							
What methods does your agency utilize to verify household income? Select all that apply.							
<input checked="" type="checkbox"/> Require documentation of income for all adult household members							
<input checked="" type="checkbox"/> Pay stubs							
<input checked="" type="checkbox"/> Social Security award letters							
<input checked="" type="checkbox"/> Bank statements							

<input checked="" type="checkbox"/> Tax statements
<input checked="" type="checkbox"/> Zero-income statements
<input checked="" type="checkbox"/> Unemployment Insurance letters
<input type="checkbox"/> Other - Describe:
<input type="checkbox"/> Computer data matches:
<input type="checkbox"/> Income information matched against state computer system (e.g., SNAP, TANF)
<input type="checkbox"/> Proof of unemployment benefits verified with state Department of Labor
<input type="checkbox"/> Social Security income verified with SSA
<input type="checkbox"/> Utilize state directory of new hires
<input type="checkbox"/> Other - Describe:
<b>17.6. Protection of Privacy and Confidentiality</b>
Describe the financial and operating controls in place to protect client information against improper use or disclosure. Select all that apply.
<input checked="" type="checkbox"/> Policy in place prohibiting release of information without written consent
<input checked="" type="checkbox"/> Grantee LIHEAP database includes privacy/confidentiality safeguards
<input checked="" type="checkbox"/> Employee training on confidentiality for:
<input checked="" type="checkbox"/> Grantee employees
<input checked="" type="checkbox"/> Local agencies/district offices
<input checked="" type="checkbox"/> Employees must sign confidentiality agreement
<input type="checkbox"/> Grantee employees
<input checked="" type="checkbox"/> Local agencies/district offices
<input checked="" type="checkbox"/> Physical files are stored in a secure location
<input type="checkbox"/> Other - Describe:
<b>17.7. Verifying the Authenticity</b>
What policies are in place for verifying vendor authenticity? Select all that apply.
<input checked="" type="checkbox"/> All vendors must register with the State/Tribe.
<input checked="" type="checkbox"/> All vendors must supply a valid SSN or TIN/W-9 form
<input type="checkbox"/> Vendors are verified through energy bills provided by the household
<input type="checkbox"/> Grantee and/or local agencies/district offices perform physical monitoring of vendors
<input checked="" type="checkbox"/> Other - Describe and note any exceptions to policies above:  All vendors must provide Current Delaware Business License, and Liability Insurance.  The LIHEAP administrator goes to the System for Award Management website to verify if the sub-grantee has been placed on the suspended or debarred list for contracts with federal dollars. This helps to maintain the integrity of the sub-grantees participating in LIHEAP. However, energy vendors are not verified through SAM. However, sub-grantee writes checks to the energy vendors and delivered fuels have to submit bills to the sub-grantee to get reimbursed and non-delivered fuels have client account verification process with Catholic Charities.
<b>17.8. Benefits Policy - Gas and Electric Utilities</b>
What policies are in place to protect against fraud when making benefit payments to gas and electric utilities on behalf of clients? Select all that apply.
<input checked="" type="checkbox"/> Applicants required to submit proof of physical residency
<input checked="" type="checkbox"/> Applicants must submit current utility bill
<input checked="" type="checkbox"/> Data exchange with utilities that verifies:
<input checked="" type="checkbox"/> Account ownership
<input type="checkbox"/> Consumption
<input type="checkbox"/> Balances

<input type="checkbox"/> Payment history
<input type="checkbox"/> Account is properly credited with benefit
<input checked="" type="checkbox"/> Other - Describe:  DE sends an Excel Spreadsheet to the Gas and Electric Utilities for account verification before the account receives the LIHEAP benefit. However, it is a manual process and not a real time data exchange.
<input checked="" type="checkbox"/> Centralized computer system/database tracks payments to all utilities
<input checked="" type="checkbox"/> Centralized computer system automatically generates benefit level
<input checked="" type="checkbox"/> Separation of duties between intake and payment approval
<input type="checkbox"/> Payments coordinated among other energy assistance programs to avoid duplication of payments
<input checked="" type="checkbox"/> Payments to utilities and invoices from utilities are reviewed for accuracy
<input type="checkbox"/> Computer databases are periodically reviewed to verify accuracy and timeliness of payments made to utilities
<input checked="" type="checkbox"/> Direct payment to households are made in limited cases only
<input type="checkbox"/> Procedures are in place to require prompt refunds from utilities in cases of account closure
<input type="checkbox"/> Vendor agreements specify requirements selected above, and provide enforcement mechanism
<input checked="" type="checkbox"/> Other - Describe:  Reconciliation spreadsheet is sent from energy vendor to local sub grantee every May.
<b>17.9. Benefits Policy - Bulk Fuel Vendors</b>
What procedures are in place for averting fraud and improper payments when dealing with bulk fuel suppliers of heating oil, propane, wood, and other bulk fuel vendors? Select all that apply.
<input checked="" type="checkbox"/> Vendors are checked against an approved vendors list
<input checked="" type="checkbox"/> Centralized computer system/database is used to track payments to all vendors
<input checked="" type="checkbox"/> Clients are relied on for reports of non-delivery or partial delivery
<input checked="" type="checkbox"/> Two-party checks are issued naming client and vendor
<input checked="" type="checkbox"/> Direct payment to households are made in limited cases only
<input type="checkbox"/> Vendors are only paid once they provide a delivery receipt signed by the client
<input type="checkbox"/> Conduct monitoring of bulk fuel vendors
<input checked="" type="checkbox"/> Bulk fuel vendors are required to submit reports to the Grantee
<input type="checkbox"/> Vendor agreements specify requirements selected above, and provide enforcement mechanism
<input type="checkbox"/> Other - Describe:
<b>17.10. Investigations and Prosecutions</b>
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.
<input checked="" type="checkbox"/> Refer to state Inspector General
<input checked="" type="checkbox"/> Refer to local prosecutor or state Attorney General
<input type="checkbox"/> Refer to US DHHS Inspector General (including referral to OIG hotline)
<input type="checkbox"/> Local agencies/district offices or Grantee conduct investigation of fraud complaints from public
<input type="checkbox"/> Grantee attempts collection of improper payments. If so, describe the recoupment process
<input checked="" type="checkbox"/> Clients found to have committed fraud are banned from LIHEAP assistance. For how long is a household banned? 3 years if paid benefits to vendor are not returned to Sub-Grantee
<input type="checkbox"/> Contracts with local agencies require that employees found to have committed fraud are reprimanded and/or terminated
<input checked="" type="checkbox"/> Vendors found to have committed fraud may no longer participate in LIHEAP
<input checked="" type="checkbox"/> Other - Describe:  State of Delaware Auditor's Office maintains an anonymous Delaware referral site to facilitate the reporting of allegations of fraud, waste,

and abuse of state government resources. 1-800-553-7283

**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**

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

**Instructions for Certification**

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

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

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

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

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

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

7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction,"

provided by the department or agency entering into this covered transaction, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

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

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

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

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

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

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

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

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

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

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

explanation to this proposal.

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

### **Instructions for Certification**

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

2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

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

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

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

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

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

8. Nothing contained in the foregoing shall be construed to require

establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

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

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

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

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

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

## Section 19: Certification Regarding Drug-Free Workplace Requirements

### Section 19: Certification Regarding Drug-Free Workplace Requirements

This certification is required by the regulations implementing the Drug-Free Workplace Act of 1988: 45 CFR Part 76, Subpart, F. Sections 76.630(c) and (d)(2) and 76.645(a)(1) and (b) provide that a Federal agency may designate a central receipt point for STATE-WIDE AND STATE AGENCY-WIDE certifications, and for notification of criminal drug convictions. For the Department of Health and Human Services, the central point 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)**

Delaware Department of Health and Human Services/ Division of State Service Centers

\* Address Line 1

1901 N. DuPont Highway  
Address Line 2

Address Line 3

New Castle

\* City

DE

\* State

19720

\* 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

Section 20: Certification Regarding Lobbying

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

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

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

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

**Statement for Loan Guarantees and Loan Insurance**

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

If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions. Submission of this statement is a prerequisite for making or

**entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.**

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

## Assurances

### Assurances

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

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

**(B) intervene in energy crisis situations;**

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

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

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

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

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

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

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

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

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

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

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

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

**(3) conduct outreach activities designed to assure that eligible households, especially households with elderly individuals or disabled individuals, or both, and households with high home energy burdens, are made aware of the assistance available under this title, and any similar energy-related assistance available under subtitle B of title VI (relating to community services block grant**

program) or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;

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

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

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

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

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

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

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

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

(C) assure that the home energy supplier will provide assurances that any agreement entered into with a home energy supplier under this paragraph will

contain provisions to assure that no household receiving assistance under this title will be treated adversely because of such assistance under applicable provisions of State law or public regulatory requirements; and

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

**(8) provide assurances that,**

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

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

**(9) provide that--**

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

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

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

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

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

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

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

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

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

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

## Plan Attachments

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