

# LIHEAP Crisis 2020

State	Crisis Definition	Eligibility	Winter	Summer	Year-round
Alabama	A household member's health and/or well-being would likely be endangered if energy assistance is not provided.	150% FPG	\$990	\$870	\$0
Alaska	The household must be within 48 hours of shutoff, out of fuel, or within a day of running out of fuel. Also, their income for the month prior to the date they signed their application must be less than their shelter costs (mortgage/rent, electric and heat) for the same time period. If we experience a natural disaster during the year, crisis funds may be used to assist victims replace heating equipment and fuel. If this happens, we will extend the dates of our crisis component.	150% FPG	\$4,900	\$0	\$0
American Samoa	What constitutes a crisis: a. Disconnection or shut-off notice b. flooding (or rainy season causes heavy flooding and impact some of the clients) c. Natural disasters - Cyclone Gita hit the Territory in January of 2018 d. Man-made distasters - fires, flooding, etc. e. High temperatures - prompting households with priority population to apply for AC units.	150% FPG	\$0	\$0	\$800
Arizona	A crisis exists when a household faces an energy burden which depletes or threatens to deplete financial resources, or which poses a potential health and/or safety threat to the well-being household A client is considered to be in a crisis when the household has received a shutoff or eviction notice and/or is pending loss of energy. <ul style="list-style-type: none"> <li>• Eligible LIHEAP crisis applicants must be provided some type of assistance within 48 hours, as funding (resources are) available.</li> <li>• A crisis is defined as a delinquent or shut off notice, or if utilities are included in the rent, an eviction notice is required.</li> <li>• Added to the definition of a crisis is the determination of a Human Service Emergency made by the Arizona Department of Economic Security. A Human Service Emergency includes, but is not limited to, fire or flood which results in the evacuation of homes and shelters. Upon determination of a Human Service Emergency, households affected may be assisted with costs to temporarily shelter or house individuals in hotels, apartments, or other living situations, i.e. placing people in settings to preserve health and safety and to move them away from the crisis situation.</li> </ul>	60% SMI (>7 at 150% FPG)			\$800

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Arkansas	The household must have an energy related emergency situation, instances of extreme hot or cold temperatures or other energy related disasters such as floods, storms, etc. and/or "state of emergency" as designated by the Governor.	60% SMI	\$500	\$500	
California	CSD uses the federal definition of a crisis (Low Income Energy Assistance Act § 2603 (3)): "weather-related and supply shortage emergencies and other household energy related emergencies." Crisis funds may only be used in accordance with the federal definition, including: A natural disaster (whether or not officially declared), A significant home energy supply shortage or disruption, An official declaration of a significant increase in: - Home energy costs, - Home energy disconnections, - Enrollment in public benefit programs, - Unemployment and layoffs, or An official emergency declaration by the Secretary of Health and Human Services, In those situations where there is not an official federal, state, or local declaration of emergency, an emergency may be deemed to exist by CSD where there is imminent danger, requiring immediate action to prevent or mitigate the loss or impairment of life, health, property, or essential public services.	60% SMI	\$0	\$0	\$1,000
Colorado	A household in crisis is one where service has been discontinued or is threatened to be discontinued, is out of fuel or will run out of fuel, or is responsible for heating costs that are included in rent and has received an eviction notice. A crisis also includes a household whose primary heating system is inoperable or access to a fuel tank is not possible due to severe weather.	60% SMI	\$700	\$0	\$3,700
Connecticut	There are two categories of "Crisis" in use. "Winter Crisis" refers to benefits provided to households that have fully utilized their 'heating' assistance benefit and are still in need of assistance. "Other Crisis" assistance refers to benefits provided to households that have fully utilized their 'heating' and 'Winter Crisis' benefits and are in a life-threatening situation. The eligibility threshold for households receiving "Other Crisis" benefits is 200 % FPG.	60% SMI	\$600	\$600	\$600
D.C.	A household is considered in crisis if they have received a shut-off notice, their energy service has been disconnected or household heating oil is at 5% or less.	60% SMI	\$600	\$600	\$600

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Delaware	<p>Crisis Intervention Program has two components; Energy Crisis Intervention Program (ECIP) and Code Purple.</p> <p>Energy Crisis Intervention Program (ECIP): ECIP 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. ECIP 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.</p> <p>ECIP is administered by Catholic Charities 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. Catholic Charities offices in Wilmington, Dover, and Georgetown will check through the National Oceanic and Atmospheric Administration (NOAA) for their respective forecasts.</p> <p>ECIP is defined as: Assistance in the energy crisis situation. Eligible residents of 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:</p> <ol style="list-style-type: none"> <li>1. Contractor deems the weather conditions of the subsequent 72 hours to pose a serious threat to the health or safety of one or more members of the eligible household; AND</li> <li>2. Financial assessment demonstrates the household to be without sufficient resources for alleviating the crisis; AND</li> <li>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, 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); AND</li> <li>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</li> <li>5. Household is under the payment arrangement with utility services or delivered fuel vendor to avoid disconnection/rejection of services; OR</li> <li>6. Household has received a notice from the utility services for disconnection or has less than 1/4th of standard allocation from the delivered fuel vendor with rejection to future services; OR</li> <li>8. Division has authorized crisis payment, which can include emergency repair of non-functional heating or cooling equipment.</li> </ol>	200% FPG	\$0	\$0	\$5,000

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	<p>ECIP Assistance can also become available for the eligible households if the State declares the crisis payment to the households because the prolonged severe or extreme weather or there has been upsurge in the price of the home energy fuel type. 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 20% federal poverty guideline).</p> <p>Code Purple: CODE PURPLE has been deactivated until it has been further analyzed and structured to demonstrate that those benefiting are LIHEAP income eligible.</p>		\$0	\$0	\$5,000
Florida	<p>Florida has a statewide definition of crisis that all subrecipients must use in determining if a client is eligible for a crisis benefit:</p> <ol style="list-style-type: none"> <li>1. The applicant has been notified that the energy source for cooling or heating is going to be disconnected.</li> <li>2. The applicant has received a notice indicating the energy source is delinquent or past due.</li> <li>3. The applicant has a bill for which the due date has lapsed.</li> </ol>	150% FPG	\$750	\$750	\$1,500
Georgia	<p>A crisis is determined when a low-income household is facing imminent disconnection and/or needs restoration of their heating or cooling fuel source. A crisis may also result from a weather related emergency, which affects all, or a specific area of the state. Clients who utilize pre pay vendors may be treated as crisis.</p>	60% SMI	\$400	\$400	\$0
Hawaii	<p>Utility power at the household's current residence has been terminated or will be terminated within seven days from the date of application because of nonpayment of bill.</p>	150% FPG	\$0	\$0	\$650
Idaho	<p>Idaho defines a crisis as a situation where an eligible household:</p> <ul style="list-style-type: none"> <li>• Is at risk of disconnection of utility service;</li> <li>• Has had their utility service disconnected; or</li> <li>• Has less than 48 hours of bulk fuel.</li> </ul>	150% FPG	\$0	\$0	\$3,500

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Illinois	<p>In the event of a household related crisis, the Illinois Department of Commerce and Economic Opportunity (the Department), in coordination with other pertinent agencies, will develop an appropriate response designed to eliminate the threat to life and health. Under such condition, the Department may utilize a portion of available 2020 LIHEAP funding to provide crisis assistance to low-income households affected by the threatening conditions.</p> <p>Reconnection Assistance (RA) will be provided when a household is in imminent disconnection status or is already disconnected by the utility from its primary heat source or from any secondary energy source that is heat related. Disconnection will be considered imminent when disconnection will occur within 7 days without the provision of crisis assistance.</p> <p>Crisis assistance (Reconnection Assistance and Furnace Assistance) will be provided within 48 hours or 18 hours in the event of a life-threatening situation affecting the individual household. The 48/18 hour timeframe is from the day the customer's application is completed and all required documentation has been received and verified.</p> <p>The amount of Reconnection Assistance will be the amount needed to restore energy service to the household. Households are eligible for Reconnection Assistance payments not to exceed a total of \$1,000 per household per year. Eligible household are limited to one Reconnection Assistance payment for the primary energy source and one for the secondary. Both payments combined cannot exceed the applicant benefit limit of \$1,000. Applications for primary and secondary Reconnection Assistance payments do not have to be done simultaneously. The household is allowed to apply for a Reconnection Assistance payment for one vendor, and then, if need exists, return to the Local Administering Agency (LAA) at a later date and apply for Reconnection Assistance benefit to the other vendor. This is not to be interpreted to mean that the household is entitled to the maximum benefit. The time of the application, the amount for reconnection, and the availability of funding will determine if each household applying for Reconnection Assistance benefits will receive the maximum.</p> <p>Reconnection Assistance will not be made on behalf of a household unless it restores the household's energy service and/or the household makes a good faith effort to pay its home energy bills. If payment history does not demonstrate good faith, the customer will be required to pay a \$75 Good Faith Effort (GFE) payment to the utility or utilities that would receive the LIHEAP payment(s). The \$75 must be paid preferably in cash or money order, at an authorized payment center within 15 days of the GFE notice (receipts from other forms of payment should also be accepted). Special attention will be paid to those households with extreme hardships that would not be able to pay the GFE amount. Local agencies, with the Department's consent, may</p>	150% FPG	\$1,000		

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	<p>waive the required GFE or contact local resources such as Catholic Charities, Salvation Army, and other local fund sources to arrange for the GFE payment.</p> <p>Customers may owe additional past due amounts above the \$75; the balance is the Customer Payment Responsibility (CPR). All GFE/CPR payments must be made in full prior to receiving any LIHEAP benefits (Direct Vendor Payment/DVP or Reconnection Assistance/RA). Local agencies may counsel the households to set up payment arrangements with their energy vendors.</p> <p>Furnace Assistance will be provided until March 31, 2020 or until the furnace allocation is exhausted, to households that qualify for and receive a LIHEAP energy assistance benefit in the 2019 Program Year. Furnace Assistance benefits are for households that do not have an operating furnace and/or a safe heat source for their residence. Furnace Assistance benefits, which may include tune-up, repair, or replacement, will be utilized to restore a vital heat supply to the home. The Furnace Assistance component will be operated in collaboration with the LAA's Weatherization program. The LAAs are uniquely situated to define and develop individualized responses to energy related emergencies. Packaged (heating and cooling) units may be repaired or replaced using Furnace Assistance, as with any other furnace, replacements of these units must be justified as the safest, most effective measures needed to safely restore heat to the residence. Additionally, water heating venting correction are allowable health and safety expenditures.</p>		\$1,000		
Indiana	<p>A crisis situation is an energy emergency when there is a potential disconnection or depletion of the energy sources but is not considered a life threatening crisis. Non-life threatening crisis situations must be mitigated within 48 hours.</p> <p>Utilities:</p> <ul style="list-style-type: none"> <li>• Has received a current Notice of Disconnection on residence primary heating sources, such as the electric or natural gas utility but yet not disconnected.</li> </ul> <p>Bulk Fuel:</p> <ul style="list-style-type: none"> <li>• Client is low on bulk fuel (at or below 25% of a tank) but not out of fuel. Note: Propane and Fuel Oil will no longer be eligible for crisis. All crisis will be given up-front for propane and fuel oil. If a propane/fuel oil household has an electric crisis, it may waive up to \$200 of the heating benefit to electricity. These clients are eligible for emergency crisis services.</li> <li>• Client households who heat with biofuel, such as corn, wood pellets, coal or wood may self-declare that are within (10) days of running out of their primary heating source. If the client has not signed the Self-Declaration of Primary Fuel Source Level, the LSP may confirm the crisis by phone and make a note in the statewide database.</li> </ul>	60% SMI (>7 at 150% FPG)	\$400		

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Iowa	Our Policy and Procedures Manual lists allowable crisis measures with expenditure limits. Those allowable measures address the following crisis situations: non-working heating system, temporary need for alternate shelter, disconnected from utility service, disconnection from utility service imminent, empty tank or less than 20% remaining, and when medically necessary provides a window air conditioning unit or repair of existing central air unit.	175% FPG			\$3,650
Kansas	The household must have received a shut-off notice or have less than 15% fuel left in their tank. The household has no heating fuel or no energy to operate the primary heating system.	130% FPG	\$2,965	\$0	\$0
Kentucky	A household is considered to be in crisis if they meet basic LIHEAP eligibility criteria, and: 1.The household has a past due or disconnect notice, if electric or natural gas is the primary heating source or 2. The household is within four (4) days of running out of fuel if coal, wood, kerosene, fuel oil, or propane is the primary heating source.	130% FPG	\$400	\$0	\$0
Louisiana	A crisis exists when a household's energy source for heating and/or cooling has been disconnected or scheduled for disconnection, depleted and there are insufficient resources to resolve the situation. A crisis may also include natural disaster events and supply shortage emergencies declared by state or federal government.	60% SMI	\$0	\$0	\$475

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Maine	<p>Energy Crisis shall have the same meaning as set forth in 42 U.S.C.A. §8622(3), as same may be amended from time to time. The term "energy crisis" means weather-related and supply shortage emergencies and other household energy-related emergencies.</p> <p>A household may be eligible for crisis assistance if there is an imminent loss of heat due to:</p> <ul style="list-style-type: none"> <li>• Less than 3-day supply of fuel (e.g. reading of 1/8 tank or less on a standard 275 gallon heating oil tank; reading of 25% or less on a propane tank; "3-day or less" supply standard applies to other delivered fuel types).</li> <li>• Disconnection of service notice from natural gas or electric utility if the household's heating system requires electricity/natural gas.</li> <li>• Dysfunctional or unsafe primary heating system and no other operable heating system capable of heating the dwelling adequately during severe cold weather.</li> <li>• Eviction due to nonpayment of rent if heat is included in the household's rent.</li> </ul> <p>A household is not considered to be in an energy crisis if:</p> <ul style="list-style-type: none"> <li>• Household has any other heating system that is safe, operable, and capable of heating the dwelling adequately during severe cold weather, and has a supply of product for that heating system.</li> <li>• Household has financial means to purchase fuel.</li> <li>• Household has financial means to pay rent and avert eviction.</li> </ul>	60% SMI	\$400	\$0	\$0
Mariana Islands	Crisis is determined when a low-income household is in an energy related emergency such as facing an imminent disconnection due to inability of paying high cost of electricity and also in need of assistance due to a result of a major disaster that will be a threat to the health and well being of any household members.	150% FPG	\$0	\$0	\$230

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Maryland	Maryland defines an energy crisis as a situation wherein a household has no heat or a shortage of fuel supply or an immediate utility turn off (less than three days) during the normal winter period (November 1 through March 31). Local agencies may request a waiver to change the time length in the definition of the winter period. Crisis funds are also used to address non-functioning heating and cooling equipment. OHEP maintains an inter-agency agreement (attached) with the Department of Housing and Community Development (DHCD) to carry out this work. Energy assistance applicants inform local agencies on the application that they have non-functioning equipment. Upon receiving an energy crisis referral regarding non-functioning equipment from the local energy assistance agency, DHCD promptly assigns the work to a licensed HVAC contractor for assessment within 48 hours. For heating and cooling system repair, first preference is given to elderly and handicapped homeowners. Second preference to dwellings with children under five (5) years of age in the household and/or inefficient heating systems.	175% FPG			\$2,213
Massachusetts	The crisis component of Massachusetts' LIHEAP is a FastTrack system, integrated into the heating assistance program, for prioritizing and expediting services to households experiencing heating emergencies. The purpose of this FastTrack system is to provide swift response to heating emergencies, while steering applicants into the mainstream heating assistance component with full benefits. Emergency applications are given priority at all intake and processing steps. LAAs are required to provide for emergency response within 24 hours or 18 hours of the eligible household's application or request, in accordance with the statute and corresponding procedures outlined in Fiscal Year 2020 Administrative Guidance.	60% SMI			\$1,140
Michigan	Eligibility for an energy-related crisis is based on the household's demonstration of immediate need for assistance with home heating fuel, electricity or energy-related home repair of a non-functioning furnace. Crisis means the following: An individual or household has received a past due or shut off notice on an energy bill for his or her household. A residential fuel tank is estimated to contain not more than 25% of its heating fuel capacity. A stated need for household deliverable fuel or a non-traditional fuel source in which there is no meter or regular energy bill provided (examples include: wood, corn, cherry pits, etc.). A notice that the balance of a prepayment account is below \$100. A statement from a licensed furnace provider indicating the homeowners's furnace is inoperable and in need of repair or replacement.	150% FPG			\$1,200

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Minnesota	<p>To receive a Crisis benefit, a household must:</p> <ul style="list-style-type: none"> <li>• Notify the Service Provider of an energy emergency.</li> <li>• Be EAP eligible.</li> <li>• Have received a Primary Heat benefit that did not resolve the emergency.</li> <li>• Have the emergency situation verified and documented by the Service Provider with the energy vendor at the time the Crisis benefit is determined.</li> <li>• Be occupying the dwelling at the time Crisis is requested and the benefit is determined.</li> <li>• Not have a redundant heating system that has fuel. An exception is that households with a redundant heating system are eligible for Crisis if the heating system that is out of fuel is needed to allow continuous heat to the dwelling (e.g. if the electric portion of the redundant heating system is on an off-peak discount program that interrupts electric heat to the dwelling.)</li> <li>• Not have a Crisis payment that results in a credit on an account.</li> <li>• Have one of the following Crisis reasons: <ul style="list-style-type: none"> <li>• Heat Related Shut Off</li> <li>• Heat Related Disconnection Notice</li> <li>• Less than 20% in Fuel Tank and Refusal to Deliver (RTD)</li> <li>• Less than One Week Biofuel</li> <li>• Non-Heat Electric Shut Off</li> <li>• Non-Heat Electric Disconnection Notice</li> <li>• Senior Past Due or Current Energy Bill they are unable to pay</li> </ul> </li> </ul>	50% SMI (110% of hh size of 15 or more)	\$600		
Mississippi	See Crisis and Emergency Services Attachment	60% SMI			\$1,500
Missouri	The Energy Crisis Intervention Program (ECIP) is designed to provide financial assistance to households in a verifiable energy crisis. This crisis is defined as receipt of termination or disconnect notice indicating a specific disconnect date; a final billing statement advising the account has been terminated; if they are a cash on delivery (COD) customer, when the propane tank is filled at less than 20% capacity, and when a pre-paid electric customer indicates their pre-paid usage is about to run out. The Department of Social Services intends to use the next year to work with key stakeholders to consider raising the eligibility threshold to 150% of FPL and/or increase the benefit amount per household.	135% FPG	\$800	\$300	\$0

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Montana	<p>1. The household's primary supply of energy is interrupted because of weather conditions and other supply or a different type of energy is necessary.</p> <p>2. Weather or other forces outside the control of the household damages the household's dwelling and causes the dwelling to suffer a severe loss of heat.</p> <p>3. Hazardous or potentially hazardous conditions exist in the household's primary home water heating and/or space heating system, and safety modification are required.</p> <p>4. Any other home energy-related condition caused by severe weather conditions, fuel shortages, and/or acts of God.</p> <p>5. The household has a documented medical need for home energy related safety modifications.</p> <p>Crisis cooling assistance is allowable during sustained high temperatures. Cooling assistance will be limited to the purchase of fans, operation or support of local cooling centers, coordination with local social service agencies, relocation to a hotel/hotel and air conditioners (where medically necessary).</p> <p>The policy regarding cooling crisis involves: an eligible household that is income qualified must have a household member that has and provides a letter from a qualified medical provider stating that a life-threatening condition exists where an air conditioner will eliminate or significantly reduce the possibility of loss of life or heat related illness. The letter does not have to include the diagnosis or condition; it only has to indicate there is a need for air conditioning and be signed by the qualified medical provider.</p> <p>Cooling centers may be activated when the temperatures are expected to reach 90 degrees for at least three (3) consecutive days. Transportation to the cooling center will not be provided.</p> <p>The sub-grantee must obtain departmental approval before providing crisis cooling assistance.</p>	60% SMI (>9 at 150% FPG)	\$0	\$0	\$9,999

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Nebraska	<p>Nebraska defines a crisis situation as a household that is under immediate threat of loss of home energy because it has received a shut off notice, had utilities discontinued, lacks energy service delivery, or anticipates removal from a provider's budget plan.</p> <p>To qualify for crisis assistance, a household must be eligible for LIHEAP, be in a crisis situation, and have an unanticipated inability to pay home energy costs because within the most recent 90 days the household experienced an unanticipated medical or household expense; a significant, permanent and involuntary loss of work hours, wages, or employment; the departure of a primary wage earner; the inability of a primary wage earner to work because of illness or injury; or a significant loss because of the death of a household member. A household may also be eligible for an unspecified crisis related to a loss or inability to pay as determined in the Department's discretion.</p>	130% FPG	\$0	\$0	\$500
Nevada	<p>"Energy emergency" for Division of Welfare and Supportive Services purposes has three meanings. The first means a household has had, or is in danger of having, their heating or electric service disconnected within 48 hours or is in need of heating fuel and has less than 10% in their tank, or is in need of a deposit or if having a loss of energy causes a life threatening situation, and must have requested a payment plan from the utility and been denied. The second means a household is in crisis when annual gross income exceeds the current income limit except allowable qualifying expenses attributable to the crisis reduces the income to the current income limit or less. The third means a household that has an established arrearage on their account with their heating and/or cooling vendor and such arrearage may result in utility shut-off.</p> <p>"Energy emergency" for Housing Division purposes means the household's primary heating system is unsafe or inoperable during the winter months, or the household's primary cooling system is unsafe or inoperable during the summer months.</p> <p>In the event of an unexpected 'emergency' such as a weather-related event or a supply shortage the DWSS Administrator has the discretion to authorize use of LIHEAP funding to assist eligible recipients with in-kind and energy related needs.</p>	150% FPG	\$0	\$0	\$3,136

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New Hampshire	<p>The New Hampshire Fuel Assistance Program determines that an applicant household is in crisis based upon the following situations:  Applicant households with deliverable fuel having 1/4 tank or less oil or kerosene, 20% or less propane, or less than a week's supply of wood; Applicant households heating with a metered utility having a disconnect notice; And applicant households with heat included in the rent (when not subsidized) having received an eviction notice.  The applicant facing a non life-threatening energy emergency must have the opportunity to apply for fuel assistance within the next business day of the initial contact and have resolution of the emergency within 48 hours.  The application for a household facing an energy emergency is given certification priority. Upon being deemed eligible, the vendor will be notified by the sub-grantee immediately via phone or e-mail to authorize an emergency delivery. In the case of a utility disconnection or eviction notice when heat is included in the rent, payment will be guaranteed to the vendor or landlord. Formal written notification is then sent to the vendor and applicant during the normal notification process.</p>	60% SMI	\$1,575	\$0	\$0
New Jersey	A crisis assistance is one where a household is in danger of running out of fuel or where a client receives a shutoff notice. This crisis must be resolved within 48 hours.	200% FPG	\$600	\$0	\$0
New Mexico	Households that have received a written disconnect notice from their utility vendor or a statement of non-delivery or sale of fuel from their fuel vendor due to lack of payment or inability to pay, have insufficient funds to open an account or meet the security deposit requirements may be eligible to receive a crisis LIHEAP benefit. The Department is required to provide intervention to resolve an energy crisis that may exist. The processing of the applications for households in a crisis situation includes contacting the utility company or fuel provider within the specified time frames to resolve. Contact with the utility vendors will be provided no later than 48 hours after the household's application for LIHEAP benefits has been approved and 18 hours for households with a life-threatening emergency. Crisis intervention is not available to households that have already received a LIHEAP benefit in the current federal fiscal year.	150% FPG	\$0	\$0	\$560
New York	The definition of a crisis emergency is when loss of heat is imminent. Imminent loss of heat is defined as less than 1/4 tank for oil, kerosene, or propane or less than a ten-day supply for other deliverable fuels, or heat or heat related utility service is scheduled for termination. Any HEAP eligible household's crisis emergency must be resolved within 48 hours from the time of the emergency application.	60% SMI or 150% FPG for hh of 11+	\$675	\$0	\$0

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North Carolina	A household is in a crisis if it is currently experiencing or is in danger of experiencing a life-threatening or health-related emergency due to lack of heating/cooling, and sufficient, timely, and appropriate assistance is not available from any other source.	150% FPG			\$600
North Dakota	Energy Crisis: This term means weather-related and supply shortage emergencies and other household energy-related emergencies.	60% SMI			\$500
Ohio	Ohio uses 60 percent of the State Median Income as it best correlates to 175 percent of the HHS Federal Poverty level. Households must be at or below 175% of the Federal Poverty Level in order to be determined eligible. For Heating Crisis Assistance: an actual disconnection, notice of disconnection, or less than 25 percent supply of deliverable fuel, or a furnace needing repair to be operable. For Summer Crisis Assistance: medical certification, or elderly (age 60 or older).	60% SMI	\$750	\$500	\$0
Oklahoma	A utility crisis exists when a household is within 72 hours of having their heating or cooling utility disconnected, or within 72 hours of running out of heating fuel (usually propane), has a refusal to deliver from propane/kerosene supplier, or without heating or cooling utility and need assistance establishing or restoring service during our ECAP General Open Enrollment period. The household must have a precipitating factor that caused the household to choose between paying the energy bill and another vital household need.	130% FPG			\$500
Oregon	A crisis exists when a household faces an energy burden which depletes or threatens to deplete financial resources, or which poses a potential health and/or safety threat to the well-being of the household.	60% SMI			\$500

State	Crisis Definition	Eligibility	Winter	Summer	Year-round
Pennsylvania	<p>(1) The household shall meet the general eligibility requirements under §601.31 (relating to general eligibility requirements), income limit, responsibility for heating costs, Pennsylvania residency and lawfully admitted non-citizen status.</p> <p>(2) The household shall be without heat or in imminent danger of being without heat because of a weather-related or energy-supply-shortage emergency.</p> <p>(3) The household shall be eligible for a crisis benefit that, alone or combined with other resources available to the applicant household, will resolve the home-heating emergency. If a household is authorized for the LIHEAP Cash component before the date of their request for Crisis benefits, any existing credit including the LIHEAP Cash component that has been authorized and not yet received is considered to be available and must be used first for the resolution of the crisis.</p> <p>(4) The applicant must provide proof of the home-heating emergency</p> <p>Crisis benefits for energy-supply-shortage emergencies include payment for the following:</p> <ol style="list-style-type: none"> <li>1. Home-heating fuel for a household that is out of fuel or if the heating fuel supply will last less than 15 calendar days. The payment may be for either the main or secondary fuel type and may include the cost of an added charge for off-hours delivery service. The payment amount will not exceed the cost of the delivery; including any necessary reconnect fees and/or minor furnace start-up costs. Any credit balance with the household's vendor, including LIHEAP funds that have been authorized and not yet received, will be deemed available to resolve the crisis and will be deducted from the household's benefit amount.</li> <li>2. Utility bills to restore or continue home-heating service if the household is without heat or in imminent danger of being without heat because of actual or scheduled termination of the main or secondary source of heat by a utility company. The payment may include the charge, if required, for a service reconnection.</li> </ol> <p>NOTE: Crisis benefits may be approved in this instance based on issuance of a termination notice. The following applies:</p> <p>(A) For utilities regulated by a governing body such as the Public Utility Commission (PUC), winter termination procedures prevent the termination of service without the governing body's approval from December 1 through March 31. Regulated utilities may still issue termination notices from December 1 through March 31. They cannot, however, act on these notices to terminate service without having been granted permission to terminate service by the governing body. In these situations, contact must be made with the utility to determine if the governing body has granted the utility permission to</p>	150% FPG	\$600	\$0	\$0

State	Crisis Definition	Eligibility	Winter	Summer	Year-round
	terminate service for the applicant household before crisis benefits may be authorized to relieve the emergency. The household is ineligible for crisis benefits if the utility has not been granted approval to terminate service. (B) For utilities not regulated by a governing body, a termination notice means that the utility has established a date when service will actually terminate, in accordance with the utility's current termination procedures. Documentation of the termination notice must be provided before crisis benefits may be authorized to relieve the emergency.		\$600	\$0	\$0
Puerto Rico	As Regulation #5257 states, in order to receive Crisis Assistance, the applicant must: <ul style="list-style-type: none"> <li>• Household below 150 % of the poverty level.</li> <li>• Show a service shutoff or disconnection notice from the electric power supplier.</li> <li>• The need to purchase or refill fluid gas tank in order to prepare meals.</li> <li>• Need of fan or air conditioner due to a health condition, if medically certified.</li> </ul>	150% FPG	\$0	\$750	\$0
Rhode Island	A Crisis is considered to occur when a client is unable to maintain heat in the home. This may result of: <ol style="list-style-type: none"> <li>1. Heat is shut off due to failure to pay a regulated utility bill.</li> <li>2. The inability of the client to pay for a deliverable fuel.</li> <li>3. Breakdown of a heating system.</li> </ol>	60% SMI	\$1,500	\$0	\$0
South Carolina	An energy crisis is when a low-income household is facing imminent disconnection and/or needs restoration of their home heating/cooling source. An energy crisis may also be the result of weather or energy-related emergencies.	150% FPG	\$0	\$0	\$1,000
South Dakota	Households must meet one of the following conditions for the period of October 1 - March 31 <ul style="list-style-type: none"> <li>-Supplier refuses to deliver</li> <li>-Household has an overdue bill from supplier</li> <li>-Heating system requires repair or replacement</li> <li>-Household has less than 20% remaining in tank</li> <li>-Household has a disconnect notice or has already been disconnected</li> <li>-Household has an eviction notice for non-payment when heat is included in rent or paid in addition to rent</li> </ul>	175% FPG (60% SMI, 150% FPG)	\$1,200	\$0	\$0

State	Crisis Definition	Eligibility	Winter	Summer	Year-round
Tennessee	<p>Crisis Assistance will be provided in an amount sufficient to alleviate the crisis and within the applicant's determined benefit level amount. The Crisis Assistance component will be based on uncontrollable circumstances which must include either a shut off notice, disconnected utilities or a lack of home delivered fuel notice in combination with at least one of the following: Household has an unanticipated medical or major household expense. Out of pocket expense should exceed 100% of current utility bill. Documentation could include: receipts of payments made to meet this unanticipated medical or major household expense. Household wage earner with at least a year of stable work history has lost his/her job within the last twelve (12) months.</p> <p>Documentation could include: letter from employer, termination or lay-off notice, UI claims, UI notification of eligibility. Household wage earner has left the home within the past forty-five (45) days. Documentation could include recent application for family assistance (Families First, Food Stamps), order of protection, police report, revised lease, or other legal documentation. Death of wage earner within the last twelve (12) months. Documentation could include obituary, death certificate, and funeral program. Significant loss of work hours. Documentation could include a letter from employer outlining details of loss of work hours or pay stubs. Household wage earner is unable to work due to illness and does not receive sick leave or time away from work. Documentation could include a statement from employer. Household has a non-functioning or malfunctioning heating system. Child under the age of six (6) in the home. Elderly - 1 member of household is age 60 or above. Disabled - 1 member of household is disabled. Uncontrollable Circumstances must be explained by the client and documented to the extent possible.</p>	150% FPG	\$0	\$0	\$650
Texas	A bona fide Household Crisis exists when extraordinary events or situations resulting from extreme weather conditions and/or fuel supply shortages have depleted or will deplete Household financial resources and/or have created problems in meeting basic Household expenses, particularly bills for energy so as to constitute a threat to the well-being of the Household, particularly Vulnerable Population Households (the Elderly, Persons with Disabilities, or Children age 5 and younger). A utility disconnection notice may constitute a Household energy crisis.	150% FPG (60% SMI)	\$0	\$0	\$1,200
Utah	A crisis exists when a household has a 48 hour shut off notice or less than 10% in their tank for deliverable fuels and faces a sudden or unexpected event beyond their control resulting in the inability to pay household heating costs.	150% FPG	\$0	\$0	\$2,000

State	Crisis Definition	Eligibility	Winter	Summer	Year-round
Vermont	A crisis is found to exist in households that are at imminent risk of losing home heating because they have nearly exhausted their current supply of primary heating fuel, or have received a shutoff notice from their natural gas or electricity company, and the company either provides metered service for their primary heating source, or supplies service to a necessary component of their primary home heating equipment. Criteria for determining the existence of a home heating crisis include, but are not limited to, the following circumstances: (1) the household's primary heating fuel tank is at 25% or less of its full capacity; (2) there is one week's supply or less of fuel for households whose primary heating sources include firewood, wood pellets, or coal; (3) the household has received a disconnect notice for a metered utility, and the utility is responsible for either providing the household's primary fuel source, or for operation of a necessary component of the household's primary home heating equipment.	60% SMI	\$619	\$0	\$0
Virginia	The Crisis Assistance component is designed to help households meet energy emergencies that cannot be met by other resources. The emergency may result from a weather related or supply shortage emergency such as: no source of heat; the only heating equipment in the home is inoperable or unsafe; or there is a potential no heat situation. Crisis Assistance will be provided when the conditions for providing assistance are met and the assistance will ensure heat for the household. Crisis Assistance intervention must resolve the energy crisis of eligible applicants within 48 hours, or 18 hours if in a life threatening situation. Assistance with the purchase of primary fuel and the payment of the primary utility bills is provided to households who did not receive Heating Assistance or who have exhausted their heating benefit.	130% FPG	\$2,500	\$0	\$0
Washington	Crisis is defined individually by each sub-grantee and approved by the Department of Commerce at the beginning of each program year when sub-grantees apply to provide LIHEAP services. Definitions range from sub-grantee to sub-grantee, from a shutoff notice or less than a 10 day supply of fuel to being shut off or without fuel.	125% FPG	\$1,000	\$1,000	\$1,000
West Virginia	A crisis is defined as being without home heat or being in danger of not having home heat and not having the resources to resolve the crisis without financial assistance. If the crisis is the threat of the loss of a utility, a disconnect notice is required to be submitted with application. If the heating unit is no longer functioning or is considered unsafe heat, the client can be evaluated for the Emergency Repair or Replacement Program. If a client can no longer use the heating source due to a medical condition, i.e., a client is now disabled and cannot load a wood stove, then the heat source is considered to be unavailable. Households with unavailable heating sources are categorized as being in crisis, as well.	60% SMI	\$1,000	\$1,000	\$1,000

State	Crisis Definition	Eligibility	Winter	Summer	Year-round
Wisconsin	Households must have existing/imminent lack of adequate heat/cooling in dwelling (emergency), or a risk of a heating emergency (proactive). While there is not a formal asset test, consideration may be given to resources available to the household before assistance is provided. No household will be eligible for crisis cooling assistance without a declaration by a local or state public health agency of a heat emergency and authorization is given by the Department of Administration. A household may receive more than one crisis assistance payment. Determination of eligibility for regular heating assistance benefits will determine a household eligible for crisis assistance for the remainder of the program period if the household has contributed \$25 or more towards their heating costs in the three months prior to application for crisis assistance.	60% SMI	\$0	\$0	\$1,200
Wyoming	In Wyoming, we refer to Crisis Situations as Special Situations. Special Situations include: deposits either to restore or establish power; back bill assistance to help avoid disconnections and restore power after disconnection; deliverable fuel special fill to avoid running out of heating fuel; propane tank set and rental assistance; heat loss emergency due to heating system failure; and heating system failure prevention assistance. These types of Crisis assistance are designed to remove or prevent a life or health threatening situation relating to a heat loss emergency or potential heat loss emergency.	60% SMI	\$550	\$0	\$0

\$7,270