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### Mandatory Grant Application SF-424

**U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
**ADMINISTRATION FOR CHILDREN AND FAMILIES**  
August 1987, revised 05/92,02/95,03/96,12/98,11/01  
OMB Clearance No.: 0970-0075  
Expiration Date: 06/30/2017

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

##### MODEL PLAN

**SF - 424 - MANDATORY**

<table>
<thead>
<tr>
<th>* 1.a. Type of Submission:</th>
<th>☑ Plan</th>
<th>* 1.b. Frequency:</th>
<th>☑ Annual</th>
<th>* 1.c. Consolidated Application/Plan/Funding Request:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Explanation:</td>
<td></td>
</tr>
<tr>
<td>* 1.d. Version:</td>
<td>☑ Initial</td>
<td>☑ Revision</td>
<td>☑ Update</td>
<td>2. Date Received: State Use Only:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Initial</td>
<td>Revision</td>
<td>Update</td>
<td>3. Applicant Identifier:</td>
<td></td>
</tr>
<tr>
<td>* 4a. Federal Entity Identifier:</td>
<td></td>
<td></td>
<td></td>
<td>4. Federal Award Identifier:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>6. State Application Identifier:</td>
<td></td>
</tr>
</tbody>
</table>

#### 7. APPLICANT INFORMATION

<table>
<thead>
<tr>
<th>* a. Legal Name:</th>
<th>Aroostook Band of Micmacs</th>
</tr>
</thead>
<tbody>
<tr>
<td>* b. Employer/Taxpayer Identification Number (EIN/TIN):</td>
<td>010472707</td>
</tr>
<tr>
<td>* c. Organizational DUNS:</td>
<td>930156138</td>
</tr>
<tr>
<td>* d. Address:</td>
<td></td>
</tr>
<tr>
<td>* Street 1:</td>
<td>7 NORTHERN ROAD</td>
</tr>
<tr>
<td>* City:</td>
<td>PRESQUE ISLE</td>
</tr>
<tr>
<td>* State:</td>
<td>ME</td>
</tr>
<tr>
<td>* Country:</td>
<td>United States</td>
</tr>
<tr>
<td>* Zip / Postal Code:</td>
<td>04769 -</td>
</tr>
<tr>
<td>* e. Organizational Unit:</td>
<td></td>
</tr>
<tr>
<td>Department Name:</td>
<td>Assistance Program</td>
</tr>
<tr>
<td>Division Name:</td>
<td></td>
</tr>
<tr>
<td>* f. Name and contact information of person to be contacted on matters involving this application:</td>
<td></td>
</tr>
<tr>
<td>Prefix:</td>
<td>Mrs</td>
</tr>
<tr>
<td>* First Name:</td>
<td>Kandi</td>
</tr>
<tr>
<td>Suffix:</td>
<td></td>
</tr>
<tr>
<td>Title:</td>
<td>Community Assistance Services Coordinator</td>
</tr>
<tr>
<td>Organizational Affiliation:</td>
<td>Employee - Tribal Member</td>
</tr>
<tr>
<td>* Telephone Number:</td>
<td>(207) 764-1972</td>
</tr>
<tr>
<td>Fax Number:</td>
<td>207-764-7667</td>
</tr>
<tr>
<td>* Email:</td>
<td><a href="mailto:ksmall@micmac-nsn.gov">ksmall@micmac-nsn.gov</a></td>
</tr>
</tbody>
</table>

| * 8a. TYPE OF APPLICANT: | I: Indian/Native American Tribal Government (Federally Recognized) |
| b. Additional Description: |  |
| * 9. Name of Federal Agency: |  |

#### 10. CFDA Numbers and Titles

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

#### 11. Descriptive Title of Applicant's Project

**Tribal LIHEAP Program**

#### 12. Areas Affected by Funding

**Aroostook County, Maine**

#### 13. CONGRESSIONAL DISTRICTS OF:

| * a. Applicant | 02 |
| b. Program/Project: | 02 |
14. FUNDING PERIOD:
   a. Start Date: 10/01/2016
   b. End Date: 09/30/2017

15. ESTIMATED FUNDING:
   * a. Federal ($): $0
   b. Match ($): $0

16. IS SUBMISSION SUBJECT TO REVIEW BY STATE UNDER EXECUTIVE ORDER 12372 PROCESS?
   a. This submission was made available to the State under the Executive Order 12372
      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.

17. Is The Applicant Delinquent On Any Federal Debt?
   YES ☐
   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)

**I Agree ☑

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

18a. Typed or Printed Name and Title of Authorized Certifying Official
     Edward C. Peter Paul

18b. Signature of Authorized Certifying Official

18c. Telephone (area code, number and extension)
     (207) 764-1972

18d. Email Address
     epeterpaul@micmac-nsn.gov

18e. Date Report Submitted (Month, Day, Year)
     09/22/2016

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

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

1.1 Check which components you will operate under the LIHEAP program. (Note: You must provide information for each component designated here as requested elsewhere in this plan.)

<table>
<thead>
<tr>
<th>Component</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heating assistance</td>
<td>10/03/2016</td>
<td>09/29/2017</td>
</tr>
<tr>
<td>Cooling assistance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Crisis assistance</td>
<td>01/02/2017</td>
<td>08/01/2017</td>
</tr>
<tr>
<td>Weatherization assistance</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Provide further explanation for the dates of operation, if necessary.

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

1.2 Estimate what amount of available LIHEAP funds will be used for each component that you will operate: The total of all percentages must add up to 100%.

<table>
<thead>
<tr>
<th>Component</th>
<th>Percentage ( % )</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heating assistance</td>
<td>79.00%</td>
</tr>
<tr>
<td>Cooling assistance</td>
<td>0.00%</td>
</tr>
<tr>
<td>Crisis assistance</td>
<td>10.00%</td>
</tr>
<tr>
<td>Weatherization assistance</td>
<td>0.00%</td>
</tr>
<tr>
<td>Carryover to the following federal fiscal year</td>
<td>0.00%</td>
</tr>
<tr>
<td>Administrative and planning costs</td>
<td>10.00%</td>
</tr>
<tr>
<td>Services to reduce home energy needs including needs assessment (Assurance 16)</td>
<td>1.00%</td>
</tr>
<tr>
<td>Used to develop and implement leveraging activities</td>
<td>0.00%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

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

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

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

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

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

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Heating</th>
<th>Cooling</th>
<th>Crisis</th>
<th>Weatherization</th>
</tr>
</thead>
<tbody>
<tr>
<td>TANF</td>
<td>☑ Yes</td>
<td>☑ Yes</td>
<td>☑ Yes</td>
<td>☑ Yes</td>
</tr>
<tr>
<td>SSI</td>
<td>☑ Yes</td>
<td>☑ Yes</td>
<td>☑ Yes</td>
<td>☑ Yes</td>
</tr>
<tr>
<td>SNAP</td>
<td>☑ Yes</td>
<td>☑ Yes</td>
<td>☑ Yes</td>
<td>☑ Yes</td>
</tr>
<tr>
<td>Means-tested Veterans Programs</td>
<td>☑ Yes</td>
<td>☑ Yes</td>
<td>☑ Yes</td>
<td>☑ Yes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other(Specify) 1</th>
<th>Heating</th>
<th>Cooling</th>
<th>Crisis</th>
<th>Weatherization</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>☑ Yes</td>
<td>☑ Yes</td>
<td>☑ Yes</td>
<td>☑ Yes</td>
</tr>
</tbody>
</table>

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

If Yes, explain:

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

SNAP Nominal Payments

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

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

1.7b Amount of Nominal Assistance: $0.00

1.7c Frequency of Assistance

☐ Once Per Year
☐ Once every five years
☐ Other - Describe: 

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

Determination of Eligibility - Countable Income

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

☐ Gross Income
[✓] Net Income

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

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

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

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

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

<table>
<thead>
<tr>
<th>Add</th>
<th>Household size</th>
<th>Eligibility Guideline</th>
<th>Eligibility Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>All Household Sizes</td>
<td>HHS Poverty Guidelines</td>
<td>150.00%</td>
</tr>
</tbody>
</table>

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

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

Do you require an Assets test?  
☐ Yes ☑ No

Do you have additional/differing eligibility policies for:

- Renters?  
  ☐ Yes ☑ No

- Renters Living in subsidized housing?  
  ☐ Yes ☑ No

- Renters with utilities included in the rent?  
  ☐ Yes ☑ No

Do you give priority in eligibility to:

- Elderly?  
  ☑ Yes ☐ No

- Disabled?  
  ☑ Yes ☐ No

- Young children?  
  ☑ Yes ☐ No

- Households with high energy burdens?  
  ☑ Yes ☐ No

- Other?  
  ☑ Yes ☐ No

Explanations of policies for each "yes" checked above:

Elders, disabled and young children are offered the highest priority in processing applications and getting payments to vendors. Outreach is done to ensure that these categories of clients are serviced as fully and quickly as possible.

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.

Applications are made available through other programs such as the Elder's Program and on outreach visits to satellite locations so that Elders, disabled and young children are able to have access to applications first and foremost. The earlier applications and payments for them are processed first, making them a priority on that level. As the season progresses, Elder, disabled and young children applications are prioritized for daily processing of applications and weekly processing of payments.

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:

<table>
<thead>
<tr>
<th>Benefit Levels, 2605(b)(5) - Assurance 5, 2605(c)(1)(B)</th>
</tr>
</thead>
</table>

2.6 Describe estimated benefit levels for FY 2017:

<table>
<thead>
<tr>
<th>Minimum Benefit</th>
<th>Maximum Benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td>$429</td>
<td>$1,032</td>
</tr>
</tbody>
</table>

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

If yes, describe:

These are made available through availability by donation or purchase of the other awards under the same departmental programs as well as other departments inside and outside of the Aroostook Band of Micmacs.

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

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

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

<table>
<thead>
<tr>
<th>Add</th>
<th>Household size</th>
<th>Eligibility Guideline</th>
<th>Eligibility Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td>0.00%</td>
</tr>
</tbody>
</table>

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

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

- Do you require an Assets test? [ ] Yes [ ] No
- Do you have additional/differing eligibility policies for:
  - Renters? [ ] Yes [ ] No
  - Renters Living in subsidized housing? [ ] Yes [ ] No
  - Renters with utilities included in the rent? [ ] Yes [ ] No
- Do you give priority in eligibility to:
  - Elderly? [ ] Yes [ ] No
  - Disabled? [ ] Yes [ ] No
  - Young children? [ ] Yes [ ] No
  - Households with high energy burdens? [ ] Yes [ ] No
  - Other? [ ] Yes [ ] No

Explanations of policies for each “yes” checked above:

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

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

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

- [ ] Income
- [ ] Family (household) size
- [ ] Home energy cost or need:
  - [ ] Fuel type
  - [ ] Climate/region
  - [ ] Individual bill
  - [ ] Dwelling type
  - [ ] Energy burden (% of income spent on home energy)
  - [ ] Energy need
  - [ ] Other - Describe:
Benefit Levels, 2605(b)(5) - Assurance 5, 2605(c)(1)(B)

3.6 Describe estimated benefit levels for FY 2017:

<table>
<thead>
<tr>
<th>Minimum Benefit</th>
<th>$0</th>
<th>Maximum Benefit</th>
<th>$0</th>
</tr>
</thead>
</table>

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

If yes, describe.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
Section 4 - CRISIS ASSISTANCE

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

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

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

<table>
<thead>
<tr>
<th>Add</th>
<th>Household size</th>
<th>Eligibility Guideline</th>
<th>Eligibility Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>All Household Sizes</td>
<td>HHS Poverty Guidelines</td>
<td>150.00%</td>
</tr>
</tbody>
</table>

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

A crisis is defined as a household who has less than enough fuel to supply their home with at least days of heat with their primary heating source and, depending on the fuel supply for that heating source:

1. Household has less than 1/8 or less tank of fuel in a standard 275 gallon tank of fuel.
2. Household has less than 1/4 cord of wood.
3. Household has 25% or less on a propane tank.
4. Household has less than 4 bags or 200 pounds of pellets.
5. Household has received a disconnection notice of a utility that is necessary for the operation of the heating system.
6. Household has a dysfunctional heating system or the heating system is unsafe and there is no secondary heating system for that home.

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

A life-threatening crisis is when a home is out of fuel or a utility that is necessary to the functioning of the home heating source is disconnected and cannot be heated by alternative means to keep the living space at 63 degrees Fahrenheit or above or does not have alternative means of heating the home.

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

- 24 Hours

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

- 12 Hours

### 4.6 Do you have additional eligibility requirements for CRISIS ASSISTANCE?

- Yes
- No

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

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

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

In order to receive crisis assistance:
Must the household have received a shut-off notice or have a near empty tank?

Yes ☐ No ☐

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

Yes ☐ No ☐

Must the household have exhausted their regular heating benefit?

Yes ☐ No ☐

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

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:

All requests for crisis assistance are handled as a priority. 24 hours is the maximum response time that is allotted for resolution of any heating crisis, even on weekend days. Please see 4.2 for a list of crisis criteria. ALL of these conditions constitutes a crisis where, during the brutal winter months, any person living in our service area is at risk of hypothermia when the home is not 63 degrees or higher due to having no source of heat.

Determination of Benefits

4.8 How do you handle crisis situations?

☐ Separate component
☐ Fast Track
☐ Other - Describe:

4.9 If you have a separate component, how do you determine crisis assistance benefits?

☐ Amount to resolve the crisis.
☐ Other - Describe:

Crisis assistance benefits are determined at a level of a maximum of $200 per year per household due to the high volume of requests that we receive.

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.

Pilot offices are located in the southern area of our service area. Clients may get application assistance at this site as well as the main office located in the northern portion of our service area. Outreach, postal service, FAX, email and telephone are all available to assist clients in the application process.

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?

Pilot offices are located in our southern service area where the LIHEAP Coordinator/staff makes themselves available to assist with applications for assistance. Outreach to homes for those who are disabled or physically unable to get to an office for application assistance. Postal service, email, FAX, and telephone service are all available ways to complete application as well.

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

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

Winter Crisis $200.00 maximum benefit
Summer Crisis $0.00 maximum benefit
Year-round Crisis $0.00 maximum benefit

4.13 Do you provide in-kind (e.g. blankets, space heaters, fans) and/or other forms of benefits?
These are contingent on donated or available items. Should these types of items become available through donation or alternative funding, they are prioritized to be given to those who are in need of crisis assistance.

4.14 Do you provide for equipment repair or replacement using crisis funds?

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

4.15 Check appropriate boxes below to indicate type(s) of assistance provided.

<table>
<thead>
<tr>
<th></th>
<th>Winter Crisis</th>
<th>Summer Crisis</th>
<th>Year-round Crisis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heating system repair</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Heating system replacement</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cooling system repair</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cooling system replacement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wood stove purchase</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pellet stove purchase</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Solar panel(s)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Utility poles / gas line hook-ups</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (Specify): Utility repairs are allowable where the utility is vital to the operation of the heating source or is the heating source.</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>

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

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.

November 15 through April 15 - disconnect not permitted if income eligible customer agrees to a special payment arrangement. Requires Public Utilities Commission approval. 30 day delay, with renewal of up to 90 days, if a physician certifies that disconnect would adversely affect the health of a household member. Cannot disconnect if an overdue amount is less than $50, unless the overdue amount is over 90 days old or the utility bills four times a year or less.

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

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

5.1 Designate the income eligibility threshold used for the Weatherization component

<table>
<thead>
<tr>
<th>Add</th>
<th>Household Size</th>
<th>Eligibility Guideline</th>
<th>Eligibility Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td>0.00%</td>
</tr>
</tbody>
</table>

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

5.3 If yes, name the agency.

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

WEATHERIZATION - Types of Rules

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

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

☐ Mostly under DOE WAP rules, with the following LIHEAP rule(s) where LIHEAP and WAP rules differ (Check all that apply.)
  - Income Threshold
  - Weatherization not subject to DOE WAP maximum statewide average cost per dwelling unit.
  - Weatherization measures are not subject to DOE Savings to Investment Ration (SIR) standards.
☐ Other - Describe:

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

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

5.7 Do you have additional/differing eligibility policies for:

Renters  
☐ Yes ☐ No
Renters living in subsidized housing?  
☐ Yes ☐ No

5.8 Do you give priority in eligibility to:

Elderly?  
☐ Yes ☐ No
Disabled?  
☐ Yes ☐ No
Young Children?  
☐ Yes ☐ No
House holds with high energy burdens?  
☐ Yes ☐ No
<table>
<thead>
<tr>
<th>Benefit Levels</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.9 Do you have a maximum LIHEAP weatherization benefit/expenditure per household?</td>
</tr>
<tr>
<td>5.10 If yes, what is the maximum?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Types of Assitance, 2605(c)(1), (B) &amp; (D)</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.11 What LIHEAP weatherization measures do you provide? (Check all categories that apply.)</td>
</tr>
<tr>
<td>☐ Weatherization needs assessments/audits</td>
</tr>
<tr>
<td>☐ Caulking and insulation</td>
</tr>
<tr>
<td>☐ Storm windows</td>
</tr>
<tr>
<td>☐ Furnace/heating system modifications/ repairs</td>
</tr>
<tr>
<td>☐ Furnace replacement</td>
</tr>
<tr>
<td>☐ Cooling system modifications/ repairs</td>
</tr>
<tr>
<td>☐ Water conservation measures</td>
</tr>
<tr>
<td>☐ Compact florescent light bulbs</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>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:</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔ Place posters/flyers in local and county social service offices, offices of aging, Social Security offices, VA, etc.</td>
</tr>
<tr>
<td>□ Publish articles in local newspapers or broadcast media announcements.</td>
</tr>
<tr>
<td>□ Include inserts in energy vendor billings to inform individuals of the availability of all types of LIHEAP assistance.</td>
</tr>
<tr>
<td>✔ Mass mailing(s) to prior-year LIHEAP recipients.</td>
</tr>
<tr>
<td>✔ Inform low income applicants of the availability of all types of LIHEAP assistance at application intake for other low-income programs.</td>
</tr>
<tr>
<td>□ Execute interagency agreements with other low-income program offices to perform outreach to target groups.</td>
</tr>
<tr>
<td>✔ Other (specify): Use social media (i.e. Facebook) and post information in youth and elder activity areas as well as make Elders Department workers aware of the program. Make visits to satellite offices to educate potentially low income households about all LIHEAP assistance.</td>
</tr>
</tbody>
</table>

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

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

#### MODEL PLAN

#### SF - 424 - MANDATORY

**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.).**

<table>
<thead>
<tr>
<th>Method</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joint application for multiple programs</td>
<td></td>
</tr>
<tr>
<td>Intake referrals to/from other programs</td>
<td></td>
</tr>
<tr>
<td>One stop intake centers</td>
<td></td>
</tr>
<tr>
<td>Other - Describe:</td>
<td>Clients are advised during all appointments about all assistance available to them from all programs offered through the Assistance Department as well as when and how these types of assistance are available.</td>
</tr>
</tbody>
</table>

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

- [ ] Administration Agency
- [ ] Commerce Agency
- [ ] Community Services Agency
- [ ] Energy / Environment Agency
- [ ] Housing Agency
- [ ] Welfare Agency
- [ ] 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?

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

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

8.5 LIHEAP Component Administration.

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

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

8.6 What is your process for selecting local administering agencies?
<table>
<thead>
<tr>
<th>8.7 How many local administering agencies do you use?</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>8.8 Have you changed any local administering agencies in the last year?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes                      No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>8.9 If so, why?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency was in noncompliance with grantee requirements for LIHEAP -</td>
</tr>
<tr>
<td>Agency is under criminal investigation</td>
</tr>
<tr>
<td>Added agency</td>
</tr>
<tr>
<td>Agency closed</td>
</tr>
<tr>
<td>Other - describe</td>
</tr>
</tbody>
</table>

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

#### 9.1 Do you make payments directly to home energy suppliers?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heating</td>
<td>☐</td>
<td>☑</td>
</tr>
<tr>
<td>Cooling</td>
<td>☐</td>
<td>☑</td>
</tr>
<tr>
<td>Crisis</td>
<td>☐</td>
<td>☑</td>
</tr>
</tbody>
</table>

**Are there exceptions?**

- Yes ☐ No ☑

**If yes, Describe.**

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

A copy of paperwork indicating payment amounts to vendors is sent to the client as well as a copy is kept in their client file.

#### 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?

I can call any of my vendors at any time to check the status of the client accounts. I can email most of them as well. Many of the vendors also send the clients regular bills to keep them updated on their account (i.e. electric companies). These regular bills will show the appropriate credits on their accounts.

#### 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?

WE advocate for all of our clients as well as pay their energy bills. In dealing with all of our vendors, we stress the importance of treating our clients (their customers) with dignity as well as fairly. Clients are more than willing to let us know when they feel like they are not being treated fairly.

#### 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.**

NA

**If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.**
Section 10: Program, Fiscal Monitoring, and Audit, 2605(b)(10)

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

The Aroostook Band of Micmacs Finance Department uses MIPS/SAGE software system as well as regular register and journal entries to ensure fiscal integrity and tracking. Each grant award is accounted for on an individual basis with its own entries/transactions.

Audit Process

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

☐ Yes  ☐ No

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

No Findings

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

10.4. Audits of Local Administering Agencies

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

☐ Local agencies/district offices are required to have an annual audit in compliance with Single Audit Act and OMB Circular A-133

☐ Local agencies/district offices are required to have an annual audit (other than A-133)

☐ Local agencies/district offices' A-133 or other independent audits are reviewed by Grantee as part of compliance process.

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

Compliance Monitoring

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

Grantee employees:

☑️ Internal program review

☑️ Departmental oversight

☑️ Secondary review of invoices and payments

☐ Other program review mechanisms are in place. Describe:

Local Administering Agencies / District Offices:

☐ On - site evaluation

☐ Annual program review

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

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

### 10.7. Describe how you select local agencies for monitoring reviews.

#### Site Visits:

#### Desk Reviews:

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

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

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

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

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

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
Section 11: Timely and Meaningful Public Participation, 2605(b)(12), 2605(C)(2)

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

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

Social media is utilized to solicit comment.

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

We chose to use net income as opposed to gross income as a qualifier for the program.

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

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

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

11.5 Summarize the comments you received at the hearing(s).

11.6 What changes did you make to your LIHEAP plan as a result of the comments received at the public hearing(s)?

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

12.1 How many fair hearings did the grantee have in the prior Federal fiscal year? None

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

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

NA

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

Client's who are denied have the right to appeal the decision, first and foremost, to the LIHEAP Coordinator by asking for a review of the application. If this is not satisfactory, the client has the right to lodge a complaint with the LIHEAP Coordinator's immediate supervisor. This complaint must be presented within ten (10) business days of the decision of the LIHEAP Coordinator.

Following is an explanation of the Client Grievance Procedure should the client not be satisfied with the immediate supervisor (of the LIHEAP Coordinator) finding:

Step One:
1) The grievance shall be discussed, (and written documentation) first with the employee's Immediate Supervisor. A grievance must be asserted within five (5) working days of the occurrence of the event or incident giving rise to the grievance, or the right to use of the grievance procedure is deemed waived. If a satisfactory settlement is not reached within five (5) working days after it is asserted, the grievance shall proceed to Step Two.
2) If the individual has a problem with the Immediate Supervisor, then the Personnel Director will act as the liaison.
3) The Personnel Director will also be involved in all the steps of the grievance procedure.

Step Two:
1) The grievance shall be submitted in writing to the Tribal Administrator of the ABM. The Tribal Administrator shall render a decision within five (5) working days. The decision of the Tribal Administrator is final unless the employee appeals in writing to the Program Appeals Board within five (5) working days of receipt of the Tribal Administrator's decision.

Step Three:
1) At its next regular meeting, the Tribal Council shall review the decision of the Tribal Administrator. The Tribal Council may sustain, reverse, or selectively alter the Tribal Administrator's decision. The decision of the Tribal Council shall be final. The complete record of the grievance shall be placed in the employee's personnel record.

Step Four:
1) The complete written record of the grievance shall be placed in the permanent personnel file of the employee initiating the grievance. The administrative authority rendering the final decision, shall determine if the complete written record of the grievance shall be placed in the personnel record of any of the lower level supervisors involved in the grievance process as described in the preceding steps.

A. Program Appeals Board

1. If the efforts, through the Chain of Command and the Tribal Administrator, have not resolved a programmatic grievance, the client may request a meeting with a Program Appeals Board (PAB) from the Tribal Administrator.

2. The Program Appeals Board (PAB) is a group of employees that has been approved by Tribal Council to hear client and employee programmatic grievances as a final step in the programmatic grievance process. This eliminates the burden for Tribal Council members of researching applicable program regulations and allows programmatic grievances to be resolved quickly and equitably. The PAB is a service to the Community.

3. PAB Selection
   a) The people recommended to serve on the PAB are ABM employees and are not obligated to this position.
   b) The Tribal Administrator recommends the employees for selection to the Tribal Council for approval.
concerns only and is not
Tribal Administrator's decision. The decision of the Tribal Council shall be final. The complete record of the grievance shall be placed in the employee's personnel record.

1) At its next regular meeting, the Tribal Council shall review the decision of the Tribal Administrator. The Tribal Council may sustain, reverse, or selectively alter the Administrator's decision. The decision of the Tribal Administrator is final unless the employee appeals in writing to the Tribal Council within five (5) working days of receipt of the Tribal

Step Three:

1) The grievance shall be submitted in writing to the Tribal Administrator of the ABM. The Tribal Administrator shall render a decision within five (5) working days. The decision of the Tribal Administrator is final unless the employee appeals in writing to the Tribal Council within five (5) working days of receipt of the Tribal Administrator's decision.

5. The Hearing Process

a) The Tribal Administrator, after obtaining appropriate release of information when necessary, will present all information, and the nature of the complaint, to the ABM Compliance Officer.

b) The ABM Compliance Officer will review the information and nature of the complaint and schedule a meeting of the PAB to render a decision. The PAB meeting must be scheduled within ten (10) working days after the grievance is received by the ABM Compliance Officer and notification of the time and place will be given to the Program Director and aggrieved client.

c) The client must sign any appropriate authorization for disclosure or release of information forms as necessary. A copy of this form will be made available to all members of the PAB prior to the meeting. The information release authorization is effective for the specific timeframe to answer the purpose for which it is given and no further information will be released without execution of an additional written statement of consent.

d) Once appropriate release of information is obtained, the PAB shall review all information and meet with the aggrieved client/employee as well as pertinent staff, including the Program Director. The PAB will render a decision within five (5) working days of the date of the meeting.

e) The ABM Compliance Officer will forward the decision of the PAB to the Tribal Administrator. The Tribal Administrator will then notify all parties concerned, of the decision. The decision of the PAB is final.

f) The complete record of the grievance will be maintained with the Tribal Administrator, and copy furnished to the affected Program Director involved.

6. If a lengthy review of the eligibility requirements or program guidelines and regulations is necessary in order to render a decision in a case, a copy of these requirements, guidelines and regulations may be issued to the selected five board members to review prior to the scheduled meeting. This will allow each board member to conduct some research if he/she has any questions or concerns.

7. The meeting times of the two or more concerned parties during a hearing will be scheduled to allow each party to be heard without interruption and to avoid any potential conflicts. Employees involved in the hearing process may have his/her Immediate Supervisor present during the hearing.

1) In the event personnel issues enter the hearing process, an appropriate ABM Form will be completed and signed by the client asserting the grievance and the ABM Compliance Officer will forward the form to the Personnel Manager for further investigation. The PAB will review programmatic concerns only and is not responsible for resolving personnel issues.

2) There is no responsibility of action or discipline given to PAB members. All personnel issues are forwarded to the Personnel Manager and the Tribal Administrator or other responsible individual will take any other action necessary. However, the PAB may make recommendations (i.e. to revise a policy or research an area of discrepancy.)

3) If preferred, final decisions may be made by ballot voting by the PAB at any given hearing. The ABM Compliance Officer will calculate all votes and forward the decision to the applicable parties. The decision of how to vote during a hearing is made by the PAB members sitting during that particular hearing.

12.5 When and how are applicants informed of these rights?

Clients are given a copy of the Aroostook Band of Micmacs Grievance procedure at the time of application. For those who apply via mail, there is a notice in the newsletter during the first 3 months of the heating season (October, November and December) and monthly via social media (Facebook).

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

Following is an explanation of the Client Grievance Procedure:

Step One:

1) The grievance shall be discussed, (and written documentation) first with the employee's Immediate Supervisor. A grievance must be asserted within five (5) working days of the occurrence of the event or incident giving rise to the grievance, or the right to use of the grievance procedure is deemed waived. If a satisfactory settlement is not reached within five (5) working days after it is asserted, the grievance shall proceed to Step Two.

2) If the individual has a problem with the Immediate Supervisor, then the Personnel Director will act as the liaison.

3) The Personnel Director will also be involved in all the steps of the grievance procedure.

Step Two:

1) The grievance shall be submitted in writing to the Tribal Administrator of the ABM. The Tribal Administrator shall render a decision within five (5) working days. The decision of the Tribal Administrator is final unless the employee appeals in writing to the Tribal Council within five (5) working days of receipt of the Tribal Administrator's decision.

Step Three:

1) At its next regular meeting, the Tribal Council shall review the decision of the Tribal Administrator. The Tribal Council may sustain, reverse, or selectively alter the Tribal Administrator's decision. The decision of the Tribal Council shall be final. The complete record of the grievance shall be placed in the employee's personnel record.
A. Program Appeals Board

1. If the efforts, through the Chain of Command and the Tribal Administrator, have not resolved a programmatic grievance, the client may request a meeting with a Program Appeals Board (PAB) from the Tribal Administrator.

2. The Program Appeals Board (PAB) is a group of employees that has been approved by Tribal Council to hear client and employee programmatic grievances as a final step in the programmatic grievance process. This eliminates the burden for Tribal Council members of researching applicable program regulations and allows programmatic grievances to be resolved quickly and equitably. The PAB is a service to the Community.

3. PAB Selection
   a) The people recommended to serve on the PAB are ABM employees and are not obligated to this position.
   b) The Tribal Administrator recommends the employees for selection to the Tribal Council for approval.
   c) All PAB members must have a signed Privacy Act Agreement that is on file at the Administration Office.

4. Rotation
   a) There are approximately fifteen (15) people selected and approved for the PAB by the Tribal Council. Five (5) people must be chosen that do not have any conflicts of interest or potential conflicts of interest with the pending grievance, and members can be rotated.
   b) The client/employee has the option of eliminating members of the PAB from sitting during his/her hearing that they believe could be a potential conflict of interest for him/her, or for other personal reasons.

5. The Hearing Process
   a) The Tribal Administrator, after obtaining appropriate release of information when necessary, will present all information, and the nature of the complaint, to the ABM Compliance Officer.
   b) The ABM Compliance Officer will review the information and nature of the complaint and schedule a meeting of the PAB to render a decision. The PAB meeting must be scheduled within ten (10) working days after the grievance is received by the ABM Compliance Officer and notification of the time and place will be given to the Program Director and aggrieved client.
   c) The client must sign any appropriate authorization for disclosure or release of information forms as necessary. A copy of this form will be made available to all members of the PAB prior to the meeting. The information release authorization is effective for the specific timeframe to answer the purpose for which it is given and no further information will be released without execution of an additional written statement of consent.
   d) Once appropriate release of information is obtained, the PAB shall review all information and meet with the aggrieved client/employee as well as pertinent staff, including the Program Director. The PAB will render a decision within five (5) working days of the date of the meeting.
   e) The ABM Compliance Officer will forward the decision of the PAB to the Tribal Administrator. The Tribal Administrator will then notify all parties concerned, of the decision. The decision of the PAB is final.
   f) The complete record of the grievance will be maintained with the Tribal Administrator, and copy furnished to the affected Program Director involved.

6. If a lengthy review of the eligibility requirements or program guidelines and regulations is necessary in order to render a decision in a case, a copy of these requirements, guidelines and regulations may be issued to the selected five board members to review prior to the scheduled meeting. This will allow each board member to conduct some research if he/she has any questions or concerns.

7. The meeting times of the two or more concerned parties during a hearing will be scheduled to allow each party to be heard without interruption and to avoid any potential conflicts. Employees involved in the hearing process may have his/her Immediate Supervisor present during the hearing.
   1) In the event personnel issues enter the hearing process, an appropriate ABM Form will be completed and signed by the client asserting the grievance and the ABM Compliance Officer will forward the form to the Personnel Manager for further investigation. The PAB will review programmatic concerns only and is not responsible for resolving personnel issues.
   2) There is no responsibility of action or discipline given to PAB members. All personnel issues are forwarded to the Personnel Manager and the Tribal Administrator or other responsible individual will take any other action necessary. However, the PAB may make recommendations (i.e. to revise a policy or research an area of discrepancy.)
   3) If preferred, final decisions may be made by ballot voting by the PAB at any given hearing. The ABM Compliance Officer will calculate all votes and forward the decision to the applicable parties. The decision of how to vote during a hearing is made by the PAB members sitting during that particular hearing.

12.7 When and how are applicants informed of these rights?

Clients are given a copy of the Aroostook Band of Micmacs Grievance procedure at the time of application. For those who apply via mail, there is a notice in the newsletter during the first 3 months of the heating season (October, November and December) and monthly via social media (Facebook). A hard copy of the grievance procedure is also mailed with all initial client letters (Approval, Denial, and Request for Information letters).

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

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

Monthly newsletters containing information on energy saving and low-to-no-cost heat-saving methods are mailed to the community. Alternative resources are utilized to assist clients in finding alternative weatherization assistance, including the local CAP agency, and methods.

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

No more than 1% of our budget is used for the outreach services, budget counseling, needs assessments, home energy education and referrals as the burden of these activities is shared by other funded programs in this department. The limit of 1% is strictly enforced by on site budget review, approval process, and fiscal monitoring.

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

The above activities have done little to impact the number of households receiving LIHEAP services but have increased the dollar power for those who do receive assistance, enabling them to stretch the ever-shrinking LIHEAP funds further with energy savings and weatherization in their homes.

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

N/A

13.5 How many households applied for these services? 0

13.6 How many households received these services? 180

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, 2607(A)

14.1 Do you plan to submit an application for the leveraging incentive program?
- [ ] Yes
- [x] No

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

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

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

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

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

**a. Grantee Staff:**

- ✔ Formal training on grantee policies and procedures

  **How often?**

  - [] Annually
  - [] Biannually
  - ✔ As needed
  - [] Other - Describe:

  - ✔ Employees are provided with policy manual

  - [] Other - Describe:

**b. Local Agencies:**

- [] Formal training conference

  **How often?**

  - [] Annually
  - [] Biannually
  - [] As needed
  - [] Other - Describe:

  - [] On-site training

  **How often?**

  - [] Annually
  - [] Biannually
  - [] As needed
  - [] Other - Describe:

- [] Employees are provided with policy manual

  - [] Other - Describe

**c. Vendors**

- [] Formal training conference

  **How often?**

  - [] Annually
  - [] Biannually
  - [] As needed
  - [] Other - Describe:
| Policies communicated through vendor agreements |   |
| Policies are outlined in a vendor manual |   |
| **Other - Describe:** | Policies are in line with the state administered LIHEAP Plan and vendors in our area utilize the state policies as a guide for our Tribally run program. Any questions or variance from the state policies are communicated as necessary. |

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

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

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.
### 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:
  
Community newsletters and client consultation

### 17.2 Identification Documentation Requirements

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

<table>
<thead>
<tr>
<th>Type of Identification Collected</th>
<th>Collected from Whom?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Applicant Only</td>
</tr>
<tr>
<td>Social Security Card is photocopied and retained</td>
<td>Required</td>
</tr>
<tr>
<td></td>
<td>Requested</td>
</tr>
<tr>
<td>Social Security Number (Without actual Card)</td>
<td>Required</td>
</tr>
<tr>
<td></td>
<td>Requested</td>
</tr>
<tr>
<td>Government-issued identification card (i.e.: driver's license, state ID, Tribal ID, passport, etc.)</td>
<td>Required</td>
</tr>
<tr>
<td></td>
<td>Requested</td>
</tr>
</tbody>
</table>
b. Describe any exceptions to the above policies.

N/A

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

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

### 17.4. Citizenship/Legal Residency Verification
What are your procedures for ensuring that household members are U.S. citizens or aliens who are qualified to receive LIHEAP benefits? Select all that apply.

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

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

- [ ] Require documentation of income for all adult household members
  - [ ] Pay stubs
  - [ ] Social Security award letters
  - [ ] Bank statements
  - [ ] Tax statements
  - [ ] Zero-income statements
  - [ ] Unemployment Insurance letters
  - [ ] Other - Describe:

  Assistance letters from other agencies indicating amounts of countable income.

- [ ] Computer data matches:
  - [ ] Income information matched against state computer system (e.g., SNAP, TANF)
  - [ ] Proof of unemployment benefits verified with state Department of Labor
### 17.6. Protection of Privacy and Confidentiality

Describe the financial and operating controls in place to protect client information against improper use or disclosure. Select all that apply.

- Policy in place prohibiting release of information without written consent
- Grantee LIHEAP database includes privacy/confidentiality safeguards
- Employee training on confidentiality for:
  - Grantee employees
  - Local agencies/district offices
- Employees must sign confidentiality agreement
  - Grantee employees
  - Local agencies/district offices
- Physical files are stored in a secure location

### 17.7. Verifying the Authenticity

**What policies are in place for verifying vendor authenticity?** Select all that apply.

- All vendors must register with the State/Tribe.
- All vendors must supply a valid SSN or TIN/W-9 form
- Vendors are verified through energy bills provided by the household
- Grantee and/or local agencies/district offices perform physical monitoring of vendors

**Other - Describe and note any exceptions to policies above:**

Verification through state agencies.

### 17.8. Benefits Policy - Gas and Electric Utilities

What policies are in place to protect against fraud when making benefit payments to gas and electric utilities on behalf of clients? Select all that apply.

- Applicants required to submit proof of physical residency
- Applicants must submit current utility bill
- Data exchange with utilities that verifies:
  - Account ownership
  - Consumption
  - Balances
  - Payment history
  - Account is properly credited with benefit

**Other - Describe:**

- Centralized computer system/database tracks payments to all utilities
- Centralized computer system automatically generates benefit level
- Separation of duties between intake and payment approval
- Payments coordinated among other energy assistance programs to avoid duplication of payments
- Payments to utilities and invoices from utilities are reviewed for accuracy
- Computer databases are periodically reviewed to verify accuracy and timeliness of payments made to utilities
- Direct payment to households are made in limited cases only
- Procedures are in place to require prompt refunds from utilities in cases of account closure
Vendor agreements specify requirements selected above, and provide enforcement mechanism

Other - Describe:
Continuous contact is maintained with all vendors via email and telephone. FAX is also used when vendors still maintain FAX capabilities.

<table>
<thead>
<tr>
<th>17.9. Benefits Policy - Bulk Fuel Vendors</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
</tr>
<tr>
<td>- Vendors are checked against an approved vendors list</td>
</tr>
<tr>
<td>- Centralized computer system/database is used to track payments to all vendors</td>
</tr>
<tr>
<td>- Clients are relied on for reports of non-delivery or partial delivery</td>
</tr>
<tr>
<td>- Two-party checks are issued naming client and vendor</td>
</tr>
<tr>
<td>- Direct payment to households are made in limited cases only</td>
</tr>
<tr>
<td>- Vendors are only paid once they provide a delivery receipt signed by the client</td>
</tr>
<tr>
<td>- Conduct monitoring of bulk fuel vendors</td>
</tr>
<tr>
<td>- Bulk fuel vendors are required to submit reports to the Grantee</td>
</tr>
<tr>
<td>- Vendor agreements specify requirements selected above, and provide enforcement mechanism</td>
</tr>
<tr>
<td>Other - Describe:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>17.10. Investigations and Prosecutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
</tr>
<tr>
<td>- Refer to state Inspector General</td>
</tr>
<tr>
<td>- Refer to local prosecutor or state Attorney General</td>
</tr>
<tr>
<td>- Refer to US DHHS Inspector General (including referral to OIG hotline)</td>
</tr>
<tr>
<td>- Local agencies/district offices or Grantee conduct investigation of fraud complaints from public</td>
</tr>
<tr>
<td>- Grantee attempts collection of improper payments. If so, describe the recoupment process</td>
</tr>
</tbody>
</table>

Requests for reimbursement for unmet, funded services are done in writing to any vendor which has not supplied the requested and paid for service. A follow-up call is made within ten (10) business days if no action is taken by the vendor or no answer is given to the initial request for a refund.

- Clients found to have committed fraud are banned from LIHEAP assistance. For how long is a household banned? 2 years following the discovery of the fraud incident.

- Contracts with local agencies require that employees found to have committed fraud are reprimanded and/or terminated

- Vendors found to have committed fraud may no longer participate in LIHEAP

Other - Describe:

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.
Section 18: Certification Regarding Debarment, Suspension, and Other Responsibility Matters

<table>
<thead>
<tr>
<th>Certification Regarding Debarment, Suspension, and Other Responsibility Matters--Primary Covered Transactions</th>
</tr>
</thead>
</table>

Instructions for Certification

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

(d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
(2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

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

Instructions for Certification

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

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

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

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

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

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

7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

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

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

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

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

☑️ By checking this box, the prospective primary participant is providing the certification set out above.
Section 19: Certification Regarding Drug-Free Workplace Requirements

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

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

1. By signing and/or submitting this application or grant agreement, the 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)

7 Northern Road
* Address Line 1

Address Line 2

Address Line 3

Presque Isle
* City

Maine * State

04769 * Zip Code

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

Alternate II. (Grantees Who Are Individuals)

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

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

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

☑ By checking this box, the prospective primary participant is providing the certification set out above.
Section 20: Certification Regarding Lobbying

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

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

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

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

Statement for Loan Guarantees and Loan Insurance

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

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

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

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

(B) intervene in energy crisis situations;

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

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

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

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

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

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

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

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

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

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

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

(3) conduct outreach activities designed to assure that eligible households,
especially households with elderly individuals or disabled individuals, or both, and
households with high home energy burdens, are made aware of the assistance
available under this title, and any similar energy-related assistance available under
subtitle B of title VI (relating to community services block grant program) or under
any other provision of law which carries out programs which were administered
under the Economic Opportunity Act of 1964 before the date of the enactment of this
Act;(4) coordinate its activities under this title with similar and related programs
administered by the Federal Government and such State, particularly low-income
energy-related programs under subtitle B of title VI (relating to community services
block grant program), under the supplemental security income program, under part A
of title IV of the Social Security Act, under title XX of the Social Security Act, under
the low-income weatherization assistance program under title IV of the Energy
Conservation and Production Act, or under any other provision of law which carries
out programs which were administered under the Economic Opportunity Act of 1964
before the date of the enactment of this Act;(5) provide, in a timely manner, that the
highest level of assistance will be furnished to those households which have the
lowest incomes and the highest energy costs or needs in relation to income, taking
into account family size, except that the State may not differentiate in implementing
this section between the households described in clauses 2(A) and 2(B) of this
subsection;

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

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

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

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

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

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

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

(8) provide assurances that,

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

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

(9) provide that--

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

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

(10) provide that such fiscal control and fund accounting procedures will be established as may be necessary to assure the proper disbursal of and accounting for Federal funds paid to the State under this title, including procedures for monitoring the assistance provided under this title, and provide that the State will comply with the provisions of chapter 75 of title 31, United States Code (commonly known as the "Single Audit Act");
(11) permit and cooperate with Federal investigations undertaken in accordance with section 2608;

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

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

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

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

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

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

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<th>PLAN ATTACHMENTS</th>
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<tr>
<td>The following documents must be attached to this application</td>
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<tr>
<td>• Delegation Letter is required if someone other than the Governor or Chairman Certified this Report.</td>
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<td>• Heating component benefit matrix, if applicable</td>
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<td>• Cooling component benefit matrix, if applicable</td>
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<td>• Minutes, notes, or transcripts of public hearing(s).</td>
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