

Ralph M. Perrey, Executive Director



MEMORANDUM: LIHEAP 20-02

TO: Low Income Home Energy Assistance Program Subgrantees

FROM: Blake Worthington, Housing Program Manager- Energy

DATE: March 16, 2020

SUBJECT: COVID-19 Processing LIHEAP Application

This guidance serves to provide temporary procedure alterations through the month of March 2020, at which time additional guidance will be provided.

Starting immediately LIHEAP administrating subgrantees can implement procedure changes to limit the impacts of COVID-19.

At the discretion of the subgrantee, face-to-face application intake can be limited or halted. Applicants requesting regular, emergency or crisis services should be provided an application packet that can be brought in to the office, mailed, emailed or faxed. The method of application intake is at the discretion of the subgrantee during this time. Application packets must include the application and all instructions in order for the subgrantee to process the application.

If needed, the intake worker who conducts the eligibility determination may complete and sign applications on behalf of the applicant with the approval and final verification from the client. You must document the name and position of the person who is completing the application on behalf of the applicant. Please keep clear notes in THO and the client file if any of the altered processes were used in processing applications.

This is an evolving situation and we will provide additional information as it becomes available. Please stay safe and healthy as we serve the most vulnerable individuals and households.