

**Low Income Home Energy Assistance Program  
(LIHEAP)  
PY 2025  
Statewide Annual Workshop**

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AUGUST 26, 2024

# Objectives

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- Review policy and procedures relevant to LIHEAP in Tennessee
- Share best practices
- Provide relevant guidance for subgrantees that operate LIHEAP
- Discuss updates for LIHEAP PY24 and PY25

# Background

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August 13, 1981

The Low Income Home Energy Assistance Program, commonly called LIHEAP, was authorized by a law passed by Congress and signed by the President on August 13, 1981. The law is called the Omnibus Budget Reconciliation Act (OBRA) of 1981.

Uses:

Grant subrecipients must target benefits to households with low incomes. Crisis energy assistance must be provided through at least March 15. They must also give higher benefits to households with the greatest home energy need in relation to household income and number of household members.

# Tennessee's LIHEAP

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- THDA administers LIHEAP through 19 subgrantees across the state, serving all 95 counties.
- LIHEAP provides federally funded assistance to reduce the costs associated with home energy bills, energy crises, weatherization, and minor energy-related home repairs.
- PY 2025 begins October 1, 2024, thru September 30, 2025

# Funding

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1. Grants are awarded to the State of Tennessee incrementally, typically beginning in November of the corresponding program year. In example, PY25 funding may be awarded in November 2024.
2. Allocation across the state:  
The majority, if not all, of the program funding will be allocated by county and disbursed to subgrantees, based on the percentage of the low-income population residing in that county, as determined using SAIPE (Small Area Income and Poverty Estimates) census data.
3. Allocation for Tennessee:  
PY 2025 have not been released. The House appropriations subcommittee that oversees HHS/LIHEAP released its FY2025 budget proposal. The proposal includes \$4.025 billion for LIHEAP in FY 2025, which is an increase of \$15 million over the FY 2024 base appropriation.

# Program Components

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Under LIHEAP, Tennessee will operate the following components:

- Heating Assistance
- Cooling Assistance
- Crisis Assistance
- Weatherization Assistance

# Program Updates for PY25

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## New service database!



# Spend Down Requirements

**Spend Down Requirements  
FY 2025**



All subgrantees will be required to meet programmatic Spend Down Requirements implemented in FY2025. THDA will review the LIHEAP expenditure rates on a quarterly basis. Grantees not meeting the Spend Down benchmarks may be subject to recapture. THDA will redistribute funds recaptured to the higher performing Grantees each quarter.

Program Term - 12 Months	Spend Down Requirement
At Month 3	15%
At Month 6	40%
At Month 9	75%
At Month 12	100%

THDA staff will check in with subgrantees regularly to discuss spend down rates, projections, expenditure challenges, and to discuss the need to reallocate funds. A schedule will be distributed to the network with the 2025 LIHEAP Contracts.

THDA staff will distribute quarterly schedules for check-in meetings to subgrantees with 2025 LIHEAP contracts.

Subgrantees will have an assigned Program Coordinators.



# Allowable Use of Funds

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- Administrative Costs: 9% maximum cap of the total awarded allocation
- Program Support: 10% maximum cap of the total awarded allocation
- Crisis to Individuals: 10% minimum or more of the total awarded allocation
- Energy Conservation: 2% maximum cap of the total allocation (Assurance 16)
- Outreach: 2% maximum cap of the total allocation

**Assurance 16** is intended to develop information and energy education materials to LIHEAP clients over an extended period.

# Assurance 16

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- Establish goals
  - Reduce household energy costs
  - Reduce energy crisis assistance need
  - Increase household income available for energy costs
- Target Groups
  - Households with elderly, disabled, veterans, and/or children under 6
  - Households who have been assisted with crisis assistance
  - Households with a high energy burden
- Components and Service Delivery
  - Components: Case Management, Financial counseling, Energy Education, Vendor Negotiations and more
  - Service Delivery: Workshops, One-to-one, In-Home, Targeted Media

# Typical Assurance 16 Features

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LIHEAP Statute: Reduce household home energy needs

- Energy Education
  - Energy Education Classes
  - Vendor Workshops
  - Hands-on Conservation Exhibits
  
- One-to-One Energy Education
  - Videos, Online trainings, Case Management
  - Meter Reading, Usage Tracking, Thermostat Programming
  - Budget counseling
  - Energy Conservation, to discuss ways to change habits

# Allocation Process - THO

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- THDA enters all contracts into THO
- The Direct Assistance total from the subgrantees budget
  - Entered and activated in THO by THDA
  - Subgrantees must show the need for that grant
  - Subgrantees budget/amendment, contract, and Authorized Signature Form
- Assigning allocation to counties
  - Allocated total for Crisis and Regular cannot exceed the budgeted amount entered by THDA
  - Subgrantees can set up allocation codes for Crisis & Regular
  - Set up allocation for each county
  - Subgrantees are responsible for ensuring key staff send notification to THDA at [LIHEAP@thda.org](mailto:LIHEAP@thda.org) once allocations have been entered.

# Benefit Levels for LIHEAP 25

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❖ Based on current feedback this will stay the same.

## Benefit Levels

Total Points	Benefit Amount
0-50 points	\$600.00
55-75 points	\$800.00
80-110 points	\$1,000.00

# LIHEAP Agency Specific Operational Plan

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Objective: The LIHEAP Agency Specific Operational Plan outlines the subgrantees approach to deliver LIHEAP within the intention, direction and guidance of the statewide program.

- The Low-Income Home Energy Assistance Agency Specific Operational Plan is to be completed by each agency that receives LIHEAP funding.
- This allows agencies to provide detailed agency specific operating procedures to include application acceptance, intake, eligibility determination, processing of appeals, outreach activities, financial processing of benefits and maintenance of records.

## LIHEAP Agency Specific Operational Plan - Submission

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- Required annually for review and approval by THDA
- The Operational Plan submission due date: **September 13, 2024**
- THDA will review and approve each will review and approve each agency's plan, within **10 business days** of receipt, prior to the start of the program year of October 1st. Submit the complete Operation Plan and attachments to THDA EDT secure server.
- Assign one dedicated staff member to upload programmatic documents to the secure server. Staff may include Energy Program Director, Manager, or staff member that uploads the LIHEAP Pay Requests
- THDA may require additional information from the agency regarding edits or clarification. All correspondence will be processed via email at [LIHEAP@thda.org](mailto:LIHEAP@thda.org).

# LIHEAP Agency Specific Operational Plan

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EVERYONE has the responsibility to follow the Operational Plan!

- The PY25 Operational Plan submission due date: **September 13, 2024**
- Signatures are required for the following subgrantee staff:
  - Executive Director
  - Program Manager/Director
  - Fiscal Director



# LIHEAP Subgrantee Changes

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- Please notify THDA within 30 days of any key staff changes at [LIHEAP@thda.org](mailto:LIHEAP@thda.org)
- If notification is not submitted within 30 days, it will be noted during THDA monitoring
- Signature forms and Operational Plans must be updated after key staff changes

**NOTE:** THE OFFICIAL WHO SIGNS IN BLOCK 6 MAY NOT BE ONE OF THE PERSONS AUTHORIZED TO SIGN A REQUEST FOR PAYMENT (PERSON LISTED IN BLOCK 5). IN OTHER WORDS THE EXECUTIVE DIRECTOR OR OTHER OFFICIAL CANNOT CERTIFY HIS OR HER OWN SIGNATURE.

# LIHEAP Policy Manual

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## Overview of Policy Manual Updates for PY25

# LIHEAP Policy Manual

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- State Median Income (SMI) by Household Size for Mandatory Use in FY25
- LIHEAP Notification Period – Change from 30 calendar days from application date or intake month to 30 business day from intake month.
- Commissions added as an income source.
- Increase Veteran Points from 5 to 10.
- Pre-paid account guidelines will stay the same, we will just add examples in the appendix
- Accepting bank statements will change to SSI, SS, Veteran, and Pension benefits

# LIHEAP Policy Manual Questions

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- Depletion of Funding Section – Agencies are required to take applications year-round. Are you changing this to agency defined intake periods.  
Can you please elaborate on this question.
- EBMS will be added to the wording on page 23. We can't give examples of the documents in the new system because we aren't privy to this database
- LIHEAP Policy Manual - Regular payments from social security\*, TANF, railroad retirement, unemployment compensation, strike benefits from union funds, workers compensation, veteran's 2024 LIHEAP Policy Manual payments, training stipends, alimony, severance pay, child support, regular adoption assistance, and military family allotments or **regular support from an absent family member or someone not living in the household.**

# Admin and Direct Assistance Invoice Submission

- Invoices submitted with reduced paperwork
  - Refund Report (current)
  - Invoice Forms
  - General Ledger (GL)

***\*Note: these two forms must match***
- Invoices submitted for a desk review
  - Invoice Forms
  - General Ledger (GL)
  - Supporting Documentation for the requested cost to show what was paid and how it was paid (invoice, check, lease, breakout sheet, JE, et al.)
- Submission of Admin invoices are once a month.
- Direct Assistance invoices are once a week.
- Invoices submitted outside of the 60-day timeframe will need a letter from the Executive Director attached.

# LIHEAP Budgets

## BUDGETS:

- Grantee's name, Contract Number & Allocation Amount
- Budgeted Amounts
- 2 Signatures/Dates
- Example:
  - Upper East Tennessee Human Development Agency
  - LIHEAP 23-19
  - \$5,300,000.00

LIHEAP 24 BUDGET/AMENDMENT FORM			
<b>GRANTEE NAME:</b>			
<b>CONTRACT NUMBER:</b>			
<b>ALLOCATION AMOUNT:</b>		\$0.00	

BUDGET COST CATEGORIES	Administrative Costs	Direct Program Support Costs	Total Program Costs
<b>A. Personnel/ Non Personnel</b>			\$ -
14. Outreach (up to 2%)			\$ -
15. Energy Conservation Education (up to 2%)			\$ -
<b>A. Subtotal Personnel/Non Personnel</b>	\$ -	\$ -	\$ -
<b>B. Direct Assistance to Individuals</b>			
1. Direct Assistance to Individuals			
<b>B. Subtotal Direct Assistance</b>		\$ -	\$ -
<b>Total Request</b>	\$ -	\$ -	\$ -

**Prepared By/Contact:**

(print name and title)

(signature and date)

**Approved By:**

(print name and title)

(signature and date)

8/24/2023  
ATTACHMENT A

# LIHEAP Invoices

## INVOICES

- Invoice Month/Year
- Invoice Contract Number
- Invoices must clearly show which contract/allocation is being used
- Example:
  - LIHEAP 22-9
  - LIHEAP 23-19

LIHEAP 24  
INVOICE PAYMENT REQUEST FORM  
LIHEAP 24

Grantee's Name:		Contract Number:	
Invoice Month/Year:		Contract Allocation Awarded: <b>\$0.00</b>	
Contact Person & Telephone Number:		Remaining Allocation: <b>\$0.00</b>	
Invoice Number:			

Line Items	Administrative Costs	Direct Program Support Costs	Total Costs
<b>A Personnel</b>			\$ -
<b>A. Subtotal Personnel</b>	\$ -	\$ -	\$ -
<b>B. Non Personnel</b>			\$ -
14. Outreach (up to 2%)			\$ -
15. Energy Conservation Education (up to 2%)			\$ -
<b>B. Subtotal Non Personnel</b>	\$ -	\$ -	\$ -
<b>C. Direct Assistance</b>			
1. Direct Assistance to Individuals			
Regular Assistance			\$ -
Crisis			\$ -
<b>C. Subtotal Direct Assistance</b>		\$ -	\$ -
<b>Total Request</b>	\$ -	\$ -	\$ -

**CERTIFICATION**

I hereby state that I have included and attached all required documentation to support this request. I have satisfied all related terms and conditions of the above cited contract. I also state that the data reported above is correct.

Date:	Signature:
	Title:
Date:	Signature:
	Title:

**FOR THDA USE ONLY: Approval of Request for Payment**

Initial Reviewer:	Date:	2nd Reviewer:	Date:
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8/24/2023

# Invoice Spreadsheet

## Invoice Spreadsheet

- The invoice spreadsheet should be completed and included with the admin invoices.
- Documentation should follow this layout

Agency Name/Invoice Month & Year			
Program Code	Category	Admin	Direct Program Support
If Applicable	Breakout	Costs	Costs
	Salaries	\$0.00	\$0.00
	Vacation	\$0.00	\$0.00
	<b>Total Salaries</b>	<b>\$0.00</b>	<b>\$0.00</b>
	FICA	\$0.00	\$0.00
	Health Insurance	\$0.00	\$0.00
	Life Insurance	\$0.00	\$0.00
	Workers Compensation	\$0.00	\$0.00
	Unemployment Insurance	\$0.00	\$0.00
	TCRS	\$0.00	\$0.00
	<b>Total Fringe</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Contract Labor	\$0.00	\$0.00
	<b>Total Professional Fees</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Rent or Mortgage	\$0.00	\$0.00
	<b>Total Occupancy</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Insurance	\$0.00	\$0.00
	<b>Total Insurance</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Telephone	\$0.00	\$0.00
	Internet	\$0.00	\$0.00
	<b>Total Telephone/Internet</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Electric	\$0.00	\$0.00
	Gas	\$0.00	\$0.00
	Water	\$0.00	\$0.00
	<b>Utilities</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Equipment Rental	\$0.00	\$0.00
	Equipment Maintenance	\$0.00	\$0.00
	<b>Total Equip Rental / Maintenance</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Printing	\$0.00	\$0.00
	Publication	\$0.00	\$0.00
	<b>Total Printing / Publications</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Supplies	\$0.00	\$0.00
	<b>Total Supplies</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Postage	\$0.00	\$0.00
	<b>Total Postage</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Advertising	\$0.00	\$0.00
	<b>Total Advertising</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Data Processing	\$0.00	\$0.00
	<b>Total Data Processing</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Travel	\$0.00	\$0.00
	Mileage	\$0.00	\$0.00
	Fuel	\$0.00	\$0.00
	Training	\$0.00	\$0.00
	<b>Total Travel</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Audit	\$0.00	\$0.00
	<b>Total Audit</b>	<b>\$0.00</b>	<b>\$0.00</b>
	<b>Indirect Costs</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Outreach	\$0.00	\$0.00
	<b>Total Outreach</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Energy Conservation	\$0.00	\$0.00
	<b>Total Energy Conservation</b>	<b>\$0.00</b>	<b>\$0.00</b>
	<b>Total Request</b>	<b>\$0.00</b>	<b>\$0.00</b>
	<b>Entire Total:</b>	<b>\$0.00</b>	<b>\$0.00</b>



# Spreadsheet Alternative

Spreadsheet Alternative  
The invoice spreadsheet can be condensed to only include the total of each category as illustrated .

Agency Name/Invoice Month & Year			
Program Code	Category	Admin	Direct Program Support
If Applicable	Breakout	Costs	Costs
	Salaries	\$0.00	\$0.00
	<b>Total Salaries</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Fringe	\$0.00	\$0.00
	<b>Total Fringe</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Professional Fees	\$0.00	\$0.00
	<b>Total Professional Fees</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Occupancy	\$0.00	\$0.00
	<b>Total Occupancy</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Insurance	\$0.00	\$0.00
	<b>Total Insurance</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Telephone & Internet	\$0.00	\$0.00
	<b>Total Telephone/Internet</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Utilities	\$0.00	\$0.00
	<b>Utilities</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Equipment Rental/Maintenance	\$0.00	\$0.00
	<b>Total Equip Rental / Maintenance</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Printing/Publication	\$0.00	\$0.00
	<b>Total Printing / Publications</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Supplies	\$0.00	\$0.00
	<b>Total Supplies</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Postage	\$0.00	\$0.00
	<b>Total Postage</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Advertising	\$0.00	\$0.00
	<b>Total Advertising</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Data Processing	\$0.00	\$0.00
	<b>Total Data Processing</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Travel	\$0.00	\$0.00
	<b>Total Travel</b>	<b>\$0.00</b>	<b>\$0.00</b>
	Audit	\$0.00	\$0.00
	<b>Total Audit</b>	<b>\$0.00</b>	
	<b>Indirect Costs</b>	<b>\$0.00</b>	
	Outreach		\$0.00
	<b>Total Outreach</b>		<b>\$0.00</b>
	Energy Conservation		\$0.00
	<b>Total Energy Conservation</b>		<b>\$0.00</b>
	<b>Total Request</b>	<b>\$0.00</b>	<b>\$0.00</b>
	<b>Entire Total:</b>		<b>\$0.00</b>

# Examples of Invoicing

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LIHEAP  
INVOICE PAYMENT REQUEST FORM  
LIHEAP 24 Supp



<b>Grantee's Name: MBTHA</b>		<b>Contract Number: LIHEAP 24-0 Supp</b>	
<b>Invoice Month/Year: August 2024</b>		<b>Contract Allocation Awarded: \$100,000.00</b>	
<b>Contact Person &amp; Telephone Number: Bumble Bee</b>		<b>Remaining Allocation: \$200.00</b>	
<b>Invoice Number:</b>			

Line Items	Administrative Costs	Direct Program Support Costs	Total Costs
<b>A Personnel</b>			\$ -
<b>A. Subtotal Personnel</b>	\$ -	\$ -	\$ -
<b>B. Non Personnel</b>			\$ -
14. Outreach (up to 2%)			\$ -
15. Energy Conservation Education (up to 2%)			\$ -
<b>B. Subtotal Non Personnel</b>	\$ -	\$ -	\$ -
<b>C. Direct Assistance</b>			
1. Direct Assistance to Individuals			
Regular Assistance		\$ 9,356.17	\$ 9,356.17
Crisis			\$ -
<b>C. Subtotal Direct Assistance</b>		\$ 9,356.17	\$ 9,356.17
<b>Total Request</b>	\$ -	\$ 9,356.17	\$ 9,356.17

**CERTIFICATION**

I hereby state that I have included and attached all required documentation to support this request. I have satisfied all related terms and conditions of the above cited contract. I also state that the data reported above is correct.

Date: 7/16/2024	Signature: Tiny Tim Title: Accounting Manager
Date: 8/19/2024	Signature: Title: Accounting Specialist

**FOR THDA USE ONLY: Approval of Request for Payment**

Initial Reviewer:	Date:	2nd Reviewer:	Date:
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**MBTHA**

August 2024



Vendor Name	Regular Amount	Crisis Amount
Mickey Propane	\$1,600.00	
Minnie Electric	\$4,800.00	
Daffy Duck's Gas	\$1,600.00	
Donald Duck Electric	\$2,200.00	
Subtotal =	\$10,200.00	
Refunds =	\$843.83	
Total =	\$9,356.17	
Vendor Name	Regular Refund	Crisis Refund
THDA	\$638.59	
Dreams Come True	\$205.24	
Refund Subtotals:	\$843.83	

# REFUND REPORT

Vendor is Dreams Come True  
 Date issued is = 08/18/2024  
 Program is LIHEAP 2024



HHID	Applicant	Refund date	Amount	Original served date	Original served amt.	Type	Vendor
<b>Washington County</b>							
<b>LIHEAP 2024 - L4R</b>							
631849	Krueger, Freddy	08/18/2024	\$205.24	02/08/2024	\$600.00	H	Dreams Come True
<b>Washington County totals:</b>			<u>Amount</u>	<u>Regular</u>	<u>Emergency</u>	<u>All</u>	
			\$205.24	\$600.00	\$0.00	\$600.00	
<b>Report totals:</b>			<u>Amount</u>	<u>Regular</u>	<u>Emergency</u>	<u>All</u>	
			\$205.24	\$600.00	\$0.00	\$600.00	

# PRIOR YEAR REFUND REPORT

Date issued is = 08/18/2024  
 Program is LIHEAP 2024



HHID	Applicant	Refund date	Amount	Original served date	Original served amt.	Type	Vendor
<b>Fairytale County</b>							
<b>LIHEAP 2024 - L4R</b>							
785400	Lambchop, Mary	08/18/2024	\$638.59	04/01/2024	\$800.00	H	THDA
<b>Fairytale County totals:</b>			<u>Amount</u>	<u>Regular</u>	<u>Emergency</u>	<u>All</u>	
			\$638.59	\$800.00	\$0.00	\$800.00	
<b>Report totals:</b>			<u>Amount</u>	<u>Regular</u>	<u>Emergency</u>	<u>All</u>	
			\$638.59	\$800.00	\$0.00	\$800.00	

LIHEAP  
INVOICE PAYMENT REQUEST FORM  
LIHEAP 24 Supp



<b>Grantee's Name: MBTHA</b>		<b>Contract Number: LIHEAP 24-0 Supp</b>	
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<b>Contact Person &amp; Telephone Number: Bumble Bee</b>		<b>Remaining Allocation: \$200.00</b>	
<b>Invoice Number:</b>			

Line Items	Administrative Costs	Direct Program Support Costs	Total Costs
<b>A Personnel</b>			\$ -
<b>A. Subtotal Personnel</b>	\$ -	\$ -	\$ -
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14. Outreach (up to 2%)			\$ -
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Regular Assistance		\$ 9,356.17	\$ 9,356.17
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Initial Reviewer:	Date:	2nd Reviewer:	Date:
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# PRIOR YEAR REFUND REPORT

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 Program is LIHEAP 2024



HHID	Applicant	Refund date	Amount	Original served date	Original served amt.	Type	Vendor
<b>Fairytale County</b>							
<b>LIHEAP 2024 - L4R</b>							
785400	Lambchop, Mary	08/18/2024	\$638.59	04/01/2024	\$800.00	H	THDA
<b>Fairytale County totals:</b>			<u>Amount</u>	<u>Regular</u>	<u>Emergency</u>	<u>All</u>	
			\$638.59	\$800.00	\$0.00	\$800.00	
<b>Report totals:</b>			<u>Amount</u>	<u>Regular</u>	<u>Emergency</u>	<u>All</u>	
			\$638.59	\$800.00	\$0.00	\$800.00	



**MBTHA**  
August 2024

Vendor Name	Regular Amount	Crisis Amount
Mickey Propane	\$1,600.00	
Minnie Electric	\$4,800.00	
Daffy Duck's Gas	\$1,600.00	
Donald Duck Electric	\$2,200.00	
Subtotal =	\$10,200.00	
Refunds =	\$843.83	
Voids =	\$800.00	
Total =	\$8,556.17	
Vendor Name	Regular Refund	Crisis Refund
THDA	\$638.59	
Dreams Come True	\$205.24	
Refund Subtotals:	\$843.83	

# Refunds/Reissues/Voids

There is a household of one (1) and the client moved to another state in 2024. A subgrantee received a check from the vendor for a credit balance of \$25.25 on 8/15/2024. The client was served 11/12/2023 out of the LIHEAP 24 funds. The L24 contract is active and within the current fiscal year. When entering the funds into THO, how should it be entered?

- A. LIHEAP 2023 Allocation, as a refund
- B. LIHEAP 2024 Allocation, as a refund
- C. As a Reissue
- D. As a prior year refund. Send check and Prior Year Refund Report to THDA.

# Refunds/Reissues/Voids

Answer is B. This is considered a LIHEAP 2024 refund

- The answer is not A because it is not allowable mix different funding sources.
- The answer is not C because the client relocated to another state
- The answer is not D because the client was served 11/12/2023 and the refund was returned on 8/15/2024 within the same fiscal year the client was served. Keep in mind this can easily become a prior year refund. If the check is held and is not entered until 10/2/2024, it becomes a prior year refund.

# Refunds/Reissues/Voids

Mr. Lane was approved for electric assistance 1/13/2024 in Shelby County and his benefits were invoiced for. Mr. Lane moved to another address within Shelby county on 4/13/2024 and still has electric. The subgrantee was notified of the new address and received a check from the vendor for a credit balance of \$300.00 on 4/19/2024 on the same day. How should this refund be handled?

- A. Enter the refund into THO as a reissue and submit an invoice to THDA for the reissue
- B. Enter as a refund
- C. Enter the refund into THO as a reissue to Mr. Lane under his new account
- D. Both A & C

# Refunds/Reissues/Voids

The answer is C.

- The answer is not A because this is considered a wash since it was already invoiced for.
- The answer is not B because this is not considered a refund. The customer's address is known and should be reissued and not entered as a refund.
- The answer is not be A & C because of what I said for A.

# Refunds/Reissues/Voids

Mrs. Candy moved but relocated to a different county in the same FY. An invoice was never submitted to THDA requesting reimbursement for the \$800.00 benefit for Mrs. Candy. The subgrantee received the same \$800.00 check back they mailed to the vendor. Should this check be invoiced for?

- A. No
- B. Yes

# Refunds/Reissues/Voids

Answer is A. This is considered a voided check

- The answer is not B because it is a voided check for a benefit payment that was never submitted to THDA for reimbursement. In other word we can't credit money back to your agency, that was not expensed for through us.

# What is a Reissue?

- ❖ Funds returned to a subgrantee due to an error or client circumstance.
- ❖ It is allowable to apply reissued funds to the same active energy account with corrected errors or new account information.
- ❖ Reissue payments to utility vendors on behalf of clients by September 30<sup>th</sup>
- ❖ Refunds may occur toward the end of the program year. In this case, THDA will review requests for a reissue on a case-by-case basis.
- ❖ If a subgrantee is unable to reissue payment by September 30, it becomes a refund.

***Please Note:** Reissued funds are not refunds and should not be included in the refund report. Do not send reissued funds to THDA.*



# Processing Refunds

- ❖ Two types of refunds funds may be returned to a subgrantee due the inability to reissue to an active energy account:
  - Current Refunds: Refunds from payments issued out of the current FFY (10/1-9/30).
  - Prior Year Refunds: Refunds from any payments issued before the current FFY. This includes any payments issued before the new fiscal year (October 1) that could not be reissued to the same client.
- ❖ Include a Current Year Refund Report along with a Pay Request for Reimbursement to THDA.
- ❖ Prior Year Refund Reports and associated funds must be returned to THDA.
- ❖ Do not include Prior Year Refunds for reimbursement. This is not an allowable expense.
- ❖ All Prior Year Refund Reports must be mailed to THDA along with a check

# Fraud, Waste, and Abuse

- **Fraud:** An intentional deception that violates a law or the public trust for personal benefit or the benefit of others.
- **Waste:** Behavior involving the extravagant, careless, or needless use of government funds, property, and/or personnel.
- **Abuse:** Behavior involving the use of government funds or property that a prudent person would not consider reasonable and necessary business practice given the facts and circumstances.

All subgrantees are required to report known or suspecting fraud, waste, or abuse, to TN Comptroller's Office.

In 2007, The General Assembly passed the "Local Government Instances of Fraud Reporting Act" This act provides that public officials "with knowledge based upon available information that unlawful conduct has occurred shall report the information in a reasonable amount of time to the office of the Comptroller of the Treasury" The act defines "public entity," "public official," "reasonable amount of time," and "unlawful conduct."

If you observe an agency director or employee engaging in any activity which you consider to be illegal, improper or wasteful, please call the State Comptroller's

**Toll-Free Hotline: 1-800-232-5454**

# Fraud, Waste, and Abuse

- We use multiple resources to detect fraud, waste, and abuse.
  - THO detects duplicate SSN's across Tennessee
  - THO detects clients that move from area to area
  - Comptroller Hotline
  - Monitoring Visits
  - Fair Hearing Process
  - Single Audit
  - Signature Requirements
  - Agencies report allegations and investigations regarding fraud, waste, and abuse to THDA

# Confidentiality

- Outside Client
- Internal Client
- Client Known to Agency

# Key Points

- TN has not received PY25 funding; anticipates initial award in November 2024.
- THDA Admin cap to stay at 9% for Subgrantees.
- THDA encourages Subgrantees to consider implementing Assurance 16.
- Spend down requirements will be closely monitored.

# Weatherization and Referrals

The Weatherization Assistance Program is designed to assist low-income households in reducing their fuel costs while contributing to national energy conservation through increased energy efficiency and consumer education. Households that include young children, elderly or disabled members are given priority for service. Weatherization measures provided will reduce heat loss and energy costs by improving the thermal efficiency of dwelling units occupied by low-income households.

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# LIHEAP Contact Information

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