

LIHEAP Q&A GUIDANCE

1. **Agency Question:** I noticed in the manual that it now seems to purposefully EXCLUDE active reserve and National Guard members from receiving the extra points for veteran or active military status. We asked for this to INCLUDE them, but our request was never directly addressed. It is intentional that those persons are excluded?

THDA Response: Yes, reservist are eligible for veteran priority points. Former or current members of the National Guard or Reserves are not considered to be veterans unless they had prior or subsequent service with an active component of the Armed Forces.

2. **Agency Question:** The last three years, we have had memos that allowed us to add COLA to prior year award letters. I do not see anything in the manual or the handouts from the meeting that says this is something that we can still do. Can you please let me know if this will be allowable this year or if this will not be allowable.
3. **THDA Response:** This will be an exception on a case by case basis, agencies will need to reach out to THDA for approval. Best practice is to get updated SSA letters from applicants.
4. **Agency Question:** I was looking under acceptable forms of verification for the social security award letters and bank statements. I could not find it. Then when I was going through the income exclusions list, I found it at the bottom of that list. Is this a typo? Should that be listed under acceptable forms of verification?

THDA Response: This was a mistake. The LIHEAP Policy Manual has been updated on 9/18/23 to add it back to the inclusion list.

Link: <https://thda.org/government-nonprofit-partners/energy-assistance-programs/low-income-home-energy-assistance-program-liheap-for-administrators>

5. **Agency Question:** On the new self employment form there are two asterisks that ask questions about tax returns. Do they have to provide their taxes with this form this year?
THDA Response: The self-employment form is used only if the client is unable to provide any tax return documents.
6. **Agency Question:** I have a client that has a monthly credit of \$394 on a money card from Amerigroup. I believe it is for gas/groceries. Do we count that as income?
THDA Response: No, this is associated with Medicaid health care benefits some household's may qualify. This is for benefits on many over-the-counter (OTC) health items used every day. This would fall under the exclusion list on page 21 – Federal non-cash benefit programs such as Medicare, Medicaid, SNAP, school lunches and housing assistance.
7. **Agency Questions:** We have not got our new application packet converted to Spanish yet. It is at the top of our list, but we are all so busy right now trying to close out the year. Is the new THDA application also available in Spanish?
THDA Response: Yes, you can find the Spanish version on THDA's website at Tennessee Housing Development Agency | Low Income Home Energy Assistance Program (LIHEAP) for Administrators (thda.org).
8. **Agency Question:** We have a client who has provided a gun license as their form of ID. It has their name and address on it. May we use this as their form of ID?
THDA Response: Yes, this is an acceptable form of identification. As long as it is a Tennessee valid license.

9. **Agency Question:** We have a 19 year old that was in the home of her mother that received liheap assistance in December 2022. She has just moved into her own place and is in need of electrical assistance now for her account. Is she eligible to receive assistance even though she was in the home of her mother when the mother received assistance?
THDA Response: No. The 19 year old was not eligible to be served before October 1st. They were already served under LIHEAP as a member of their mother's household. She can reapply after October 1st.
10. **Agency Question:** Can we use a bank statement this FY? I didn't see it in the manual, but I thought that was part of the discussion since we use net for social security.
THDA Response: Yes, you can. Please go to the link <https://thda.org/government-nonprofit-partners/energy-assistance-programs/low-income-home-energy-assistance-program-liheap-for-administrators>, for the most recent updated manual. Page 23.
11. **Agency Question:** Are agencies required to pull a DHS data system record (aka ACCENT) for household's who fill out a zero income form?
THDA Response: THDA does not require agencies to re-verify zero income in ACCENT if the household has provided a signed zero income form.
12. **Agency Question:** The LIHEAP Policy Manual guidance states "children under 6 years of age", does this mean 6 years and younger get extra priority points?
THDA Response: No, this is age 5 years old and younger.

Updated 10/5/2023 FM