LIHEAP Remote Monitoring Instructions

Summary

THDA is moving to remote desk top monitoring starting April 20, 2020 to ensure annual program monitoring stays on track for program year 2020. This change was necessary due to the suspension of all state travel during the COVID-19 national emergency. These instructions will provide guidance on how the monitoring process will work, what documentation will need to be sent through regular email or through the secure EDT site.

LIHEAP Notification Letter

Notification Letters for monitoring dates will be sent out 2 weeks in advance prior to the monitoring date.

LIHEAP Notification Email Package

The email package will still include notification on the number of files that will be reviewed for regular, crisis, denied and pending applicants. The LIHEAP Specific THDA Spreadsheet, LIHEAP Agency Program Questionnaire and the Remote Agency Check-list will be attached to the email for your review. This will be sent out no later than one week before the scheduled monitoring date.

Client Files

The client files will still be randomly selected for each agencies from program year 2020 (October 1, 2019 through present date). The Client Summary List will still be emailed to the agency the day before the remote monitoring is scheduled to start. Agency Program Managers will upload the client files to the secure EDT site. This is the same site where invoice information is uploaded. If the staff member designated to upload the documents into the EDT site does not have a user name please contact THDA Program Manager, Blake Worthington for assistance. Please upload all applicant files into one categorized PDF file separated by Regular, Crisis, Denied and Pending (i.e. crisis pdf, regular pdf, etc.).

Regular

This should include the LIHEAP signed and date stamped application, income documentation, social security documents/birth certificate for children under 1 year of age, government issued identification for the head of household, Vouchers, ACCENT documents, 30 day Notification and/or Pending Letters and utility usage documents. If cases required additional documentation to make applicant's qualified for additional priority points please upload the documentation.

Crisis

Please see the description found in the Regular heading. In addition please upload documentation required for shut-off notice and uncontrollable circumstances.

Denied

Please see the description found in the Regular heading. In addition please upload the THO Denial Letter with the applicant files.

Pending

Please see the description found in the Regular heading. In addition please upload the Pending THO application.

Any additional documentation requested by the monitor that is considered sensitive and confidential should be uploaded to the EDT site for security purposes.

Day of Monitoring

An entrance interview will be conducted with key staff members which should include the Executive Director, Program Manager and Finance staff. The THDA Program Manager and Compliance Monitor will be facilitating the meeting.

The purpose of this monitoring is to: (but not limited to)

- Ensure client eligibility is performed in accordance with LIHEAP policies and procedures
- Review LIHEAP Applicant files for accuracy and completeness
- Verify application notification and payment dates
- Verifying benefit determination, priority points and energy burden
- Verifying deliverable fuels and payment vouchers are documented in file
- Confirming crisis assistance eligibility
- Verify applicants are being notified of the Fair Hearing and Appeals process
- To ensure postings to detect waste, fraud, abuse are posted
- Agency photos of intake interview location(s) and client file location
- Get an update status of program Outreach and Assurance 16 activities
- To discuss any barriers or concerns the agency is experiencing

WebEx & Teleconference Call

A WebEx or teleconference call invitation and instructions will be sent to the agency 2 days prior to the scheduled monitoring date. Entrance Interview wil

Vendor Agreements

Current Signed Agreements

Each agency will be asked to review the Vendor tab in the LIHEAP Specific THDA Spreadsheet to make sure all vendor agreements listed are still in good standing. If no new Vendors Agreements have been signed for the 2020 PY please upload one current signed agreement and the corresponding SAM search documentation for review.

New Signed Agreements

If an agency has any new signed agreements for the 2020 PY please upload those to the EDT site along with the SAM search documentation.

Photos

Client File Location

Please upload a picture of where client applicant files are secured along with a description of where the files are located.

Intake Interview Area

Please upload a picture of the intake interview area for the agency. If an agency has multiple intake site please send a photo of each of the site intake interview areas.

Fraud, Waste and Abuse Posting

Upload a picture of the posting located in common areas for staff and applicants can view the toll free number.

Title VI & Limited English Proficiency Posting

Upload a picture of the Title VI and LEP posted in common areas for applicants to view.

Client Grievance and Appeals Process Posting

Upload a picture of the Title VI and Appeals Process posted in common areas for applicants to view.

Entrance & Exit Interview

The entrance interview will be conducted the day of the monitoring review and will address any questions the agency may have regarding the monitoring process and for the agency to share any concerns they have serving LIHEAP applicants.

The exit interview will be conducted at the end of the monitoring review. The THDA monitor will address any discrepancies found in the reviewed files. Once the monitor has had time to confer with the THDA LIHEAP team a final monitoring report will be sent 30 business days from the date the monitoring review ends. The agency will be required to address any findings 15 days from the time they receive the report with a corrective action plan.