

**DEPARTMENT *of* ADMINISTRATION**



**South Carolina Office of  
ECONOMIC  
OPPORTUNITY**

***Program Year 2017  
Administrative Guide for  
CSBG & LIHEAP***

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# CSBG

## *Community Services Block Grant*

**The Community Services Block Grant (CSBG)**, administered by the states, provides core funding to local agencies to reduce poverty, revitalize low-income communities and to empower low-income families to become self-sufficient. The CSBG is currently authorized under the 1998 CSBG Act.

Agencies in the CSBG network are Community Action Agencies (CAAs), created through the Economic Opportunity Act, a predecessor of the CSBG. Community representation and accountability are hallmarks of the CSBG network, where agencies are governed by a tri-partite board. This board structure consists of elected public officials, representatives of the low-income community, and appointed leaders from the private sector.

**CSBG** is not required to implement verification requirements, therefore, **“Non-citizens, regardless of their alien status, should not be banned from Community Services Block Grant programs”** (CSBG IM No. 30, US Department of HHS for Children and Families Office of Community Services Division of State Assistance).

**The federal income eligibility** is based on a household's earnings/contributions and must not exceed 125 percent of the federal poverty level (FPL).

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**2017 COMMUNITY SERVICES BLOCK GRANT CFDA 93.569**  
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## PROGRAM OVERVIEW



CSBG services shall seek to promote social and economic self-sufficiency through the achievement and development of knowledge, skills and abilities that will enable low-income individuals to effectively respond to and manage those life circumstances that negatively impact their well-being and accomplishment of life goals. Through the strengthening of individual and family competencies, services shall enable low-income persons to mobilize the resources and support necessary to deal with existing problems, needs and future aspirations.

Linkages will be developed with local entities to fill identified gaps in services through the provision of information, referrals, case management and follow-up consultations. Funds made available to eligible entities will be coordinated with other public and private resources and may be used to support innovative community and neighborhood-based initiatives with the goal of strengthening families.

State Community Service Programs include:

- Employment
- Education
- Income Management
- Housing
- Emergency Services
- Nutrition
- Self-Sufficiency
- Health

### *Community Needs Assessment*

The State will secure from each eligible entity, a **current community-needs assessment** for the community served, to include each county served, which may also be coordinated with community-needs assessments conducted for other programs. OEO requires a comprehensive needs assessment once every three (3) years. The needs assessment should be updated, as needed, during the interim years.

### *Results-Oriented Management and Accountability (ROMA) System*

Eligible entities will participate in and comply with the ROMA System, which the Secretary facilitated development of pursuant to Section 678E, utilizing SCROMA and provide a description of specific measures to be used to substantiate the outcomes of each funded program and eligible entity performance in promoting self-sufficiency, family stability, and community revitalization. Program targets submitted thru logic models should not be adjusted throughout the Program Year, unless approved by OEO.

## INCOME ELIGIBILITY REQUIREMENTS



### *Income Eligibility*

Application must be made in the designated service area. The Federal Poverty Guidelines must be used as the primary criterion in determining income eligibility. In order to receive assistance under any CSBG project involving direct services, an applicant's total household income must not exceed 125% of the poverty level. Household is defined by the Bureau of Census as consisting of all persons who occupy a housing unit (i.e., house or apartment), whether they are related to each other or not. Total household income is based on income at the time of application.

The purpose of the income determination is to establish an individual's eligibility for services in accordance with the statutory definition of poverty level. The goal is to implement program services that will enhance and promote self-sufficiency, and not to penalize low-income persons as they move from poverty to self-sufficiency.

When calculating total household income, include all income (use actual amount; do not round) for the last 30 days (including the date of application), to determine "gross" income. Use gross SSI and SSA benefit amounts.

### *How to calculate Child Support*

When calculating child support to determine applicant eligibility, **add all payments made within 30 days, to include the date of application, and enter the total**

“gross” amount into DBA using the Monthly pay frequency.

### *Pay Frequencies*

With the exception of child support, income should be entered in DBA FACSPRO based on the frequency of payroll periods using gross amounts: when an applicant or household member is paid weekly throughout the 30-day period, enter the income as “weekly”; if paid bi-weekly (every two weeks) enter income as “bi-weekly”; if paid semi-monthly (twice per month) enter as semi-monthly; if monthly (paid once each month) enter as monthly. When an applicant or member of the household has earned only one paycheck in the 30-day period, enter it based on the frequency of payroll period, also. When calculating the income of **day laborers**, collect all income received within 30 days of the date of application, and calculate income using the monthly pay frequency. SC ROMA (DBA FACSPRO) will provide the calculations to determine eligibility.

When manually calculating income, use actual amounts (do not round amounts). For example, add income totals together, divide that amount by 4 for weekly income, then multiply that total by 4.33 to determine the accurate 30 day income. That will ensure the same calculation when entering in SC ROMA (DBA FACSPRO).

## CONTRIBUTION/INCOME EXCLUSIONS

Contributions/donations from non-profits should not be included as income unless the funds are given directly to the customer.

### *Income Tax Refunds*

Tax Refunds should not be included as income (refer to US HHS IM 119 or LIHEAP Memorandum No. L08-05 for additional information).

Income is not calculated for persons under age 18 (to determine income eligibility); however, if the youth provides finances to the adult household member for expenses, the amount must be included as income to the adult under miscellaneous/cash contributions. If household members under 18 receive Social Security or Disability income, the gross amount must be included as income under the payee or custodial adult’s name living in the household.

Please note: The current DSS printout may not be used to verify members of the household, or earned income; however, it may be used to verify utility check,

child support and Temporary Assistance for Needy Families/Family Independence (TANF/FI) amounts if listed on the printout.

### *Student Loans*

Student loan refunds should be included as income only if funds are used to help sustain the household.

## AWARD LETTERS

*(Social Security, Supplemental Security Income, VA Benefits, Pensions, etc.)*

A current year’s award letter may be used to verify income, using the gross amount.

### *Supplemental Security Income (SSI)*

Proof of disability is to be provided from a current or prior year’s award letter from the Social Security Administration (SSA), a current year’s letter from Vocational Rehabilitation or the Veterans Administration, disability income check, or an official handicapped sticker bearing the appropriate photograph. Disability may be either temporary or permanent. This medical documentation must be attached to the application on file.

“Disabled” describes an individual who has a physical or mental impairment that prohibits one from working at any substantial employment that otherwise s/he would reasonably be able to perform and that will probably continue for an indefinite period of at least 12 months or who has been certified as permanently and totally disabled by a state or federal agency qualified to render that decision. Short-term disability and workman’s compensation is also recognized as a form of disability.

A spouse or child receiving Social Security benefits is not necessarily disabled. There are three types of social security payments: (1) retirement payments as early as age 62, (2) survivor payments made at any age, and (3) disability payments made to disabled persons under the age of 65. The medical standards for disability are the same for Social Security (SS) as for Supplemental Security Income (SSI) for individuals age 18 or older. There is a separate definition of disability for SSI children under age 18. **Any questions, you may contact your local Social Security office or call 1-800-772-1213. SSA has asked that CAAs contact them at the aforementioned number or you** Page | 2 <sup>e</sup>  
if documents are required to s rather than sending customers to their office for

**documents.** “Understanding SSI” is available online at: [www.socialsecurity.gov/](http://www.socialsecurity.gov/) and [www.socialsecurity.gov/notices/supplemental-security-income/text-understanding-ssi.htm](http://www.socialsecurity.gov/notices/supplemental-security-income/text-understanding-ssi.htm).

SSI payments are made in three categories: (1) to aged individuals – 65 or older, (2) to disabled persons under 65 who have an impairment so severe the person cannot do any substantial work, and the impairment will last 12 months or result in death, and 3) to blind individuals under age 65 and legally blind. Even children may receive SSI payments if blind or disabled, based upon the parent(s) resources and income.

### ***How to Calculate Self-employed Individuals***

When an individual is self-employed and operating a business outside of the home, use the “Net” Profit. An individual must provide the **entire** 2016 (most recent) signed Federal Tax Form pertaining to the business (e.g. 1040 Schedule C of Profit or Loss or 1040 Schedule C-EZ). For Form 1040 schedule C, use total from line 31(Net Profit), divide it by 12 = monthly income amount. If using form 1040 schedule C-EZ, line #3 should be used. Other IRS forms include Form 1065 Partnership Return of Income (request Tax Schedule K-1 Form 1065 Partner’s Share of Income, Deductions, Credits), Form 1120S (request Tax Schedule K-1, Form 1120S). When an individual is self-employed, operating an in-home business, such as child care, use the “gross” income. An individual must provide **entire** 2016 (most recent) signed Federal Tax Form pertaining to the business.

When only recently self-employed, an individual must provide quarterly or monthly tax statements provided by the South Carolina Department of Revenue. If the self-employed individual does not file his/her taxes quarterly, provide a copy of the business license and Declaration of Zero Income form. **How to calculate quarterly taxes:** Divide the most recent quarterly tax amount by 3 = average monthly income amount. Appointment books should not be used to verify income. When an individual’s business has been terminated, verification of termination is required (e.g. state certification verifying termination).

### ***Declaration of Zero Income***

Persons with Zero (0) income must complete the Declaration of Zero Income form. If someone other than a household member is paying their bills, determine the monetary amounts and calculate those amounts as income (cash contributions or miscellaneous in DBA). Items that *could* be captured on the Declaration of Zero

Income form include: child support (contributions from a parent or court-ordered), utility check or monetary contributions to the household outside of employment. **\*Note: Be sure not to duplicate income.\***

If a youth (under age 18) provides finances to the adult household member for expenses, the amount must be included as income to the adult under miscellaneous/cash contributions on the Declaration of Zero Income form.

The Declaration of Zero Income form should be used as a last resort when all efforts have been exhausted to provide sufficient supporting documentation.

### ***Utility Checks***

Utility checks made payable to and **issued directly to the customer** should be calculated as income when determining eligibility since the customer is not required to remit/forward this payment to the utility vendor as payment for services.

Utility checks **issued directly to vendors** on a monthly basis on behalf of applicants who reside in subsidized housing are benefits to subsidize the already very low-income status of those households. In these instances, benefits are not to be counted as income toward/on the application.

### ***Serving Families with Foster Children***

When serving households with state-placed foster children, the foster child should **not** be included as a member of the household. These children are considered wards of the state. A DSS placement letter is required in the file. Monthly allowances made to foster parent(s) as reimbursement for the cost of caring for the child **should not be** counted as income. However, separate wages paid to the parent **should be** included as income, as these funds are considered payment to the temporary caretaker.

## **PROGRAM ELIGIBILITY**

After an applicant has been determined to be income eligible, program eligibility **must** be established in accordance with the State Plan, the Subgrantee’s approved CSBG Community Action Plan and/or Federal and State laws, policies and procedures.

**The Executive Director must approve all agency employee and board member applications for assistance by signing and dating the application**

**BEFORE payment is rendered.** Agency staff should not prepare applications for their family member(s).

All customer documents must be current and accurate to determine program and income eligibility.

Applicant must provide a copy of his/her current official (government or state-issued) pictured identification such as State (SC) Identification Card, SC Driver's License, Military ID, Employment ID, Passport, Voter Registration Card bearing photo. Eligible residents may obtain a SC Identification Card from the SC Department of Motor Vehicles.

All information provided for income and program eligibility must be consistent. If a client's address listed on the application does not match the address listed on their driver's license/ID, their address may be changed and printed online at: <https://www.scdmvonline.com/dmvpublic/trans/AddrChange.aspx>. If the online process cannot be accomplished, the customer is responsible for providing the current driver's license/ID.

If an elderly applicant (aged 75+) does not have a driver's license or a state-issued ID card, an expired ID with a clarifying statement, or a picture of the applicant and a copy of the applicant's birth certificate may suffice. If an elderly applicant does not have a birth certificate, a letter from the Department of Health and Environment Control (DHEC) stating that the client does not have a birth certificate on file is appropriate.

### ***Frequency of CSBG Services***

The frequency of CSBG services is determined by the eligible entity and approved by OEO via the agency's annual Community Action Plan.

### ***Maximum Allowance of Services***

The maximum amount of CSBG funds allocated per household is determined by the eligible entity, and approved by OEO via the agency's annual Community Action Plan.

## **CSBG CLIENT ASSISTANCE PAYMENTS**

Each check and/or voucher must be made payable only to the vendor from whom the applicant proposes to obtain services. Payments made to vendors on behalf of clients using CSBG funds must be made by either a two-party check or OEO-approved two-party voucher system.

The voucher/check or other form of payment used for the purpose of direct client (monetary) assistance shall be documented as follows:

- CAA's (Subgrantee) name as payer;
- Vendor's name as payee; and
- Eligible applicant's name as recipient.

## **PROGRAM AND FISCAL REPORTING**



CSBG Outcome Measures Reports are due to OEO quarterly on the 15<sup>th</sup> day following each quarter, and an annual report (cumulative) will be due on January 15<sup>th</sup>. All reports must be submitted in a timely manner; timeliness will be reported on risk assessments.

**USE FOR CSBG SERVICES: COMPUTED AT 125% OF FY 2017 POVERTY GUIDELINES**

<u>FAMILY SIZE</u>	<u>125% MONTHLY POVERTY GUIDELINES</u>	<u>125% ANNUAL POVERTY GUIDELINES</u>
1	\$1,256.25	\$15,075.00
2	\$1,691.67	\$20,300.00
3	\$2,127.08	\$25,525.00
4	\$2,562.50	\$30,750.00
5	\$2,997.92	\$35,975.00
6	\$3,433.33	\$41,200.00
7	\$3,868.75	\$46,425.00
8	\$4,304.17	\$51,650.00
For each additional person, add	\$ 435.42	\$ 5,225.00

*\*Reference: Federal Register notice of 2017 poverty guidelines, published January 31, 2017.*

**GEAP**  
*(General Emergency Assistance Program)*



Each eligible entity is required to provide an emergency assistance project referred to in the State of South Carolina as the General Emergency Assistance Program (GEAP). The maximum service amount per household is determined by the agency and approved by OEO. The purpose of this project is to assist low-income persons in meeting the emergency needs confronting them within 72 hours or sooner (42 U.S.C. § 9908(b)(1)(A)(vi); PY 2017 CSBG State Plan). The timeframe required to address emergency services begins once the agency collects all documents necessary to determine the household's eligibility.

The U.S. Department of Health and Human Services has stated that agencies are to have mechanisms in place to resolve emergencies over weekends and holidays. This may include a 24 hour contact name and number or may provide for staff to work weekend hours in case of fires, life threatening temperatures and/or acts of God. Carefully document files in these situations.

***GEAP Allowable and Unallowable Charges***

GEAP funds ***may be*** used to pay:

- Rental Deposits

- Emergencies approved by OEO
- Late fees
- Court Costs
- Lot Rent
- Mandatory and/or regulated fees required for service

GEAP funds ***may not*** be used to pay:

- Mortgage
- Meter tampering charges, security systems and returned check fees.

**“EXAMPLES” OF GEAP EMERGENCIES (this list is not inclusive of all allowable emergencies):**

- Eviction/Eviction Notice/Notice from Landlord
- Emergency Temporary Shelter
- Emergency Medical Services
- Emergency Repairs/Replacement of Home Heating and Cooling Devices (only if LIHEAP is exhausted)
- The customer's dwelling is burned, or damaged by an act of God to the extent it is uninhabitable
- Emergency Assistance for Purchase of Appliances and/or Furniture (burn outs and acts of God, only)
- Job loss (layoff, reduction in force), proven medical emergency that caused proven financial hardship, proven reduction in income (more than 40%) or death of primary income provider/wage earner (within 90 days of application).
- Long-term unemployment resulting from proven layoff or reduction in force (over 180 days but not more than 365 days) or exhaustion of UI benefits (within past 90 days) if customer is consistently seeking employment (proof required).

- Exhaustion of personal savings (within past 60 days). Proof, such as 2-month bank statement, is required.
- Emergency vehicle repairs for employed or persons seeking employment (proof required) persons only within 90 days of application (official receipt required). Repair amount must be comparable to amount needed.

Other emergencies not categorized should be established by the Subgrantee in the Community Action Plan submitted to OEO. Documentation must be present regarding the rationale for considering the situation an emergency, for example, a lack of clothing (receipt required) in the household or a lack of food (food policy outlining amount provided to a household based on the number of people in the household required and receipt required).

**GEAP Client Assistance**

The applicant must reside at the address stated on the lease/bill; however when the lease/bill is in the name of a household member other than the applicant, the applicant must provide proof s/he resides at that address, relationship to applicant (if applicable) and approval to access that account. Husband and wife living in the same household do not need approval to access the account.

A lease/bill will no longer be accepted if the person whose name appeared on the lease/bill has been deceased longer than 12 months (proof needed), lease/bill is in a minor child’s name, or lease/bill is in non-household adult’s name.

When the bill is in the name of the landlord, the landlord must provide a statement indicating that the applicant is permitted to access that account, to include making payment on the account. The file must include this documentation. Customer must provide a current Lease Agreement indicating the account is in the landlord’s name but the bill is the responsibility of the tenant.

**GEAP funds cannot be used to pay utility bills in 2017 unless the total allocations for LIHEAP and Project Share funds have been exhausted for the Program year, by county. This must be proven during monitoring or funds will have to be reimbursed.**

**GEAP Customer Files**

Each customer file must contain current, accurate and legible documents to include: the

current/completed/signed application reflecting FPL and all household members, income proof for all household members 18+ years old, current photo identification of the applicant, current lease/bill, income screens, unallowable cost calculations, vouchers, check copies and all other pertinent information/documents.

**REFERRALS:** Evidence of referrals, as outlined in the approved work plan, must be documented in client files, when applicable.

**LOCAL INITIATIVE PROJECTS**



Local initiative projects shall include those services and activities which address the anti-poverty goals as set forth in Section 672 of the CSBG Act and may include projects in the areas of employment, education, income management, housing, nutrition, or other areas in which there may be obstacles which impede the attainment of social and economic self-sufficiency by low-income persons. The specific projects for a given service area shall be determined by the local community action agency through a community needs assessment process. Therefore, anti-poverty strategies shall be based on locally defined needs and must involve services which are based on a community's own analysis of the poverty related problems.

**YOUTH LEADERSHIP PROGRAM (YLP)**



In PY 2017, in compliance with section 676(b)(1)(B), the State’s Youth Leadership Program (YLP) will provide income-eligible elementary, middle and high school students educational opportunities targeting individual improvements in academic, behavioral and social achievement, resulting in increased self-sufficiency.

In an effort to reduce staffing costs, YLP staff, excluding full-time agency staff, may be obtained on a contractual basis.

### ***Serving Families with Foster Children***

When serving households with state-placed foster children, the foster child should **not** be included as a member of the household. These children are considered wards of the state. A DSS placement letter is required in the file. Monthly allowances made to foster parent(s) as reimbursement for the cost of caring for the child **should not** be counted as income. However, separate wages paid to the parent **should be included** as income, as these funds are considered payment to the temporary caretaker.

### **YLP participants must not be paid simply for participating in the program or attending classes.**

#### ***YLP File Maintenance***

- Each student must complete an application each year for enrollment to determine/verify eligibility.
- Provide a master list of eligible recipients entering the YLP program, include date enrolled, date completed or date and reason the student discontinued the program. All YLP are required to enroll participants representing ethnic/racial composition of the low-income communities served.
- Document that each eligible student qualifies as an economically disadvantaged recipient by verifying student's household is within the CSBG income guidelines.
- A Pre and Post Assessment must be documented in each student's file. The Pre Assessment is to be completed upon a student's acceptance/enrollment to YLP. Document each student's post-assessment with actual outcomes (i.e. personal and academic achievements, improvements in life skills).
- Document each student's attendance with attendance logs, including the student's signature, date and time in attendance, with the coordinator's signatures and date.
- Document each scheduled workshop with coordinator's activity report, include in the report,

the date, time and place of each workshop, activities performed, and coordinator's signature and date.

- Document field trips with signed Parental Permission, Disclosure Authorization and Release Form, Field Trip Permission Slip, approval attendance logs, costs, and activity report signed and dated by the coordinator.
- Document supplies or other materials distributed with student's signature, date and purpose of activity.

#### ***Youth Leadership Stipends***

OMB Omni Circular states, "Participant support costs are direct costs for items such as stipends or subsistence allowances, travel allowances, and registration fees paid to or on behalf of participants or trainees (but not employees) in connection with meetings, conferences, symposia, or training projects. These costs are allowable with the prior approval of the awarding agency."

All proposed stipends for CSBG programs must be sent to OEO in writing, clearly justifying the stipends relative to the programs' success (e.g. Employment Skills Training/Internships). OEO will send a written notification of approval for the stipend. Each participant's file must provide adequate documentation to support these expenditures.

The following information must be submitted to OEO for approval if **stipends** are being charged to CSBG:

1. Identify eligibility criteria;
2. Define who's eligible;
3. Explain how you arrived at the stipend figure; and
4. Explain why the stipend is being offered (stipends are allowed for childcare, transportation, or time lost from a job to attend sessions and must be justified with receipts)

#### ***Youth Leadership Internships***

The following information must be submitted to OEO for approval if **internships** are being charged to CSBG:

1. Must be outlined in agency's policies and procedures manual (copy required with Community Action Plan (Work Plan));
2. Identify eligibility criteria ;
3. Define who's eligible;
4. Explain how you arrived at the hourly rate;
5. Memorandum of Understanding is required between agency and employer and must include

termination policy (termination should occur as soon as possible if internship is not working appropriately); and

6. 1099 Forms must be provided to each student receiving more than a total of \$600 per year for income tax purposes and tax regulations must be adhered to.

### ***Youth Leadership Staff training***

The OMB Omni Circular (§200.472) emphasizes that staff training and education costs are allowable expenditures. To be approved, OEO requires the agency

must demonstrate that all staff training and education costs are directly related to the program requirements and are designed to increase the employee's effectiveness within the program.

Subgrantees must expend all YLP grant funds during the period January 1, 2017 – December 31, 2017. All unexpended YLP funds and State CAP Association funds must be remitted to OEO at the closeout of the grant period (by February 15, 2018 along with the final FSR).

# *GEAP Checklist*

DBA APPLICATION	YES	NO
ACTION PLAN COMPLETED	YES	NO
CURRENT LEASE AGREEMENT (Rent)	YES	NO
FOLLOW-UP COMPLETED (If Applicable)	YES	NO
TOTAL HOUSEHOLD INCOME DOCUMENTATION (Weekly/Bi-Weekly/Semi-monthly/Monthly)	YES	NO
LEGIBLE PICTURED ID	YES	NO
PROOF OF EMERGENCY LIST: _____  (EX: EVICTION NOTICE/ FIRE REPORT/ PRESCRIPTIONS)	YES	NO
PROOF OF COLLABORATIVE EFFORTS (IF BALANCE WAS NOT PAID IN FULL)  EX: CUSTOMER CONTRIBUTION, REFERRALS, PARTNERSHIPS, ETC.)	YES	NO
RENTAL AFFIDAVIT	YES	NO
VOUCHER / CANCELED CHECK	YES	NO
REFERRAL FORM (If Applicable)	YES	NO

# *Local Initiative Project Checklist*

FAMILY APPLICATION	YES	NO
ACTION PLAN COMPLETED	YES	NO
FOLLOW-UP COMPLETED (If Applicable)	YES	NO
TOTAL HOUSEHOLD INCOME DOCUMENTATION (Weekly/Bi-Weekly/Semi-Monthly/Monthly)	YES	NO
LEGIBLE PICTURED ID	YES	NO
VOUCHER/ CANCELED CHECK	YES	NO
REFERRAL FORM (If Applicable)	YES	NO

# *Youth Leadership Checklist*

FAMILY APPLICATION	YES	NO
ACTION PLAN COMPLETED	YES	NO
FOLLOW-UP COMPLETED (IF APPLICABLE)	YES	NO
TOTAL HOUSEHOLD INCOME DOCUMENTATION (Weekly/Bi-Weekly/Monthly)	YES	NO
LEGIBLE PICTURED ID'S (PARENT & STUDENT)	YES	NO
LESSONS IN CHARACTER	YES	NO
SIGN-IN SHEETS	YES	NO
PRE- ASSESSMENT / POST- ASSESSMENT	YES	NO
PROGRAM EVALUATION (END OF PRG YEAR)	YES	NO
VOUCHER / CANCELED CHECK	YES	NO
REFERRAL FORM (IF APPLICABLE)	YES	NO

# LIHEAP

## *Low-Income Home Energy Assistance Program*

**The Low-Income Home Energy Assistance Program (LIHEAP)**, administered by the states, assists low-income households, particularly those with the lowest incomes that pay a high proportion of household income for home energy, primarily in meeting their immediate home energy needs.

Congress established the formula for distributing funds based primarily on each State's weather, fuel prices, and low-income population. Home energy is defined as a source of heating or cooling in residential dwellings. Grantees (states) can use funds for heating and/or cooling costs as well as up to 15% of their funding for weatherization assistance.

**LIHEAP defines eligible household members as any individual who is a U.S. citizen or “qualified alien”.** A “qualified alien is defined at 8 U.S.C. § 1641(b). Members of the household must meet the eligibility requirements specified in Section 2605(b)(2) of the Low-Income Home Energy Assistance Act (42 U.S.C. § 8624(b)(2)).

**The Federal income eligibility** range is based on a household's income and must not exceed 150 percent of the federal poverty level (FPL). Grantees (states) must provide crisis assistance. States have the option to provide home heating/cooling, weatherization and/or energy-related minor home repairs.

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**2017 LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM CFDA 93.568**  
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# PROGRAM OVERVIEW



South Carolina's LIHEAP Program is designed to help the state's low-income households pay the price of home energy, defined as residential heating and cooling, and to increase energy self-sufficiency; thereby reducing the vulnerability resulting from energy needs. The program is also designed to intervene in energy-related crisis situations (42 U.S.C. 8623(c) and 8624(b)(1)) and to conduct outreach (42 U.S.C. 8624(b)(1)). The program also provides services to encourage and enable households to reduce home energy needs and consequently eliminating the need for energy assistance including needs assessments, energy and income counseling and assistance with energy vendors (42 U.S.C. 8624(b)(16)). Payments are made directly to vendors and credited to the applicant's bill.

## ***Community Needs Assessment***

The State will secure from each eligible entity, a **current community-needs assessment** for the community served, to include each county served, which may also be coordinated with community-needs assessments conducted for other programs. OEO requires a comprehensive needs assessment once every three (3) years. The needs assessment should be updated, as needed, during the interim years.

## ***Results-Oriented Management and Accountability (ROMA) System***

Eligible entities will participate in and comply with the ROMA System, which the Secretary facilitated development of pursuant to Section 678E, utilizing SCROMA and provide a description of specific measures to be used to substantiate the outcomes of each funded program and eligible entity performance in promoting self-sufficiency, family stability, and community revitalization. Program targets submitted thru logic models should not be adjusted throughout the Program Year, unless approved by OEO.

## ***Grant Award and Disbursements***

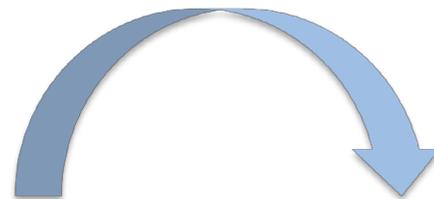
Agencies will receive the grant award(s) based upon OEO's receipt of the federal notice of award(s), the timely completion, receipt and final approval of the agency LIHEAP Work Plan and Application Budget by OEO.

**If final allocation allows, the State will require agencies to have safe heating sources installed in residences using kerosene, wood or coal as the primary heating source, when possible. Additionally, the State encourages agencies to open offices on weekends and evenings to take additional applications if necessary to serve more applicants and avoid a backlog.**

## ***Program Linkages***

Linkages will be developed with local entities to fill identified gaps in services through the provision of information and referrals. Funds made available to eligible entities will be coordinated with other public and private resources and may be used to support innovative community and neighborhood-based initiatives with the goal of strengthening families.

## ***LIHEAP Program Operation***



Heating January 1 – April 30  
Cooling May 1 – September 30  
Heating October 1 – December 31  
Crisis Assistance (ECIP) January 1 - December 31

**Heating and cooling assistance can be provided during the appropriate season, only. Natural gas charges accrued during the cooling season is an allowable expense.**

## ***LIHEAP Program Goals***

The goals for 2017 LIHEAP are:

- 1) Expand outreach to previously unserved households (never served or not served in 2016 or 2015),

- 2) Target energy assistance to eligible households with the highest energy needs and lowest incomes,
- 3) Increase efficiency of energy usage by applicant households,
- 4) Identify resources to broaden the reach of LIHEAP funds, and
- 5) Address inefficient home heating/cooling systems through repair and/or replacement, depending on actual funding.

accountable; and enforce proper record keeping and accounting.

When calculating total household income, include all income (use actual amount; do not round) for the last 30 days (including the date of application), to determine “gross” income. Use gross SSI and SSA benefits.

### *How to calculate Child Support*

When calculating child support to determine applicant eligibility, **add all payments made within 30 days, to include the date of application, and enter the total “gross” amount into DBA using the Monthly pay frequency.**

### *Pay Frequencies*

With the exception of child support, income should be entered in DBA FACSPRO based on the frequency of payroll periods using gross amounts: when an applicant or household member is paid weekly throughout the 30-day period, enter the income as “weekly”; if paid bi-weekly (every two weeks) enter income as “bi-weekly; if paid semi-monthly (twice per month) enter as semi-monthly; if monthly (paid once each month) enter as monthly. When an applicant or member of the household has earned only one paycheck in the 30-day period, enter it based on the frequency of payroll period, also. . When calculating the income of **day laborers**, collect all income received within 30 days of the date of application, and calculate income using the monthly pay frequency. SC ROMA (DBA FACSPRO) will provide the calculations to determine eligibility.

When manually calculating income, use actual amounts (do not round amounts). For example, add income totals together, divide that amount by 4 for weekly income, then multiply that total by 4.33 to determine the accurate 30 day income. That will ensure the same calculation when entering in SC ROMA (DBA FACSPRO).

### *Allowable and Unallowable Charges*

LIHEAP funds *may be* used to pay:

- Electric/fuel deposits
- Late fees
- Mandatory Roundup fees
- Regulated Renewable Energy Charge
- HAZMAT fees
- Delivery charges
- Franchise Fees
- **Natural Gas Charges regardless of season**

## **INCOME ELIGIBILITY REQUIREMENTS**

### *Income Eligibility*

Application must be made in the designated service area. The Federal Poverty Guidelines must be used as the primary criterion in determining income eligibility. In order to receive assistance under LIHEAP, an applicant's total household income must not exceed 150% of the poverty level. Household is defined by the Bureau of Census as consisting of all persons who occupy a housing unit (i.e., house or apartment), whether they are related to each other or not. Total household income is based on income at the time of application.

The purpose of the income determination is to establish an individual's eligibility for services in accordance with the statutory definition of poverty level. The goal is to implement program services that will enhance and promote self-sufficiency, and not to penalize low-income persons as they move from poverty to self-sufficiency.

Once minimum income eligibility criteria is established, priority is then given to vulnerable households; particularly those with the lowest incomes that pay a higher proportion of household income for home energy, primarily in meeting immediate home energy needs. Vulnerable households include those households with members who are elderly, disabled, with children age 5 or younger and households with incomes at or below 100% of the FPL. **Additional emphasis will need to be placed on direct services and outreach activities to vulnerable households during PY 2017 to accomplish the State-level reciprocity targeting scores requirement placed on the State of South Carolina by the US Department of Health and Human Services (visit [www.acf.hhs.gov/programs/ocs/liheap](http://www.acf.hhs.gov/programs/ocs/liheap)).** US HHS requires the following of the State (OEO): eligible entities (CAAs) must enforce Vendor Agreements; enforce Grant Agreements/contracts; hold each CAA

- Mandatory and/or regulated fees required for service
- Emergencies approved by OEO

LIHEAP funds may not be used to pay:

- Sewer and sanitation products and services
- Outside light/pole fees
- Unregulated/voluntary fees
- Outdoor and subdivision lights (light/wood poles)
- City/county fines for late garbage bin pickup
- Meter tampering charges, security systems and returned check fees.
- **LIHEAP funds cannot be used to pay Duke customer deposits or on Duke prepaid accounts because Duke will not agree to credit LIHEAP funds to cooling and heating costs only. However, Duke Energy Progress funds may be used for these purposes.**

## UTILITY BILL ROUND-UP FEES

The U.S. Department of Health and Human Services (USDHHS) stated (November 21, 2006) that LIHEAP funds may not be used to pay customer contributions that are voluntarily donated for round-up programs; those fees must be deducted from the client's utility bill and excluded from the LIHEAP service amount (Refer to LIHEAP Program Assistance Memorandum L 17-06). **However, when a utility company charges a mandatory round-up fee on all customer utility bills, USDHHS has stated that the charge has become a part of the household's utility bill and has to be paid in order for the household to maintain service. Therefore, in these instances agencies are allowed to pay round-up fees.**

## CONTRIBUTION/INCOME EXCLUSIONS

Contributions/donations from non-profits should not be included as income unless the funds are given directly to the customer.

### *Income Tax Refunds*

Tax Refunds should not be included as income (refer to US HHS IM 119 or LIHEAP Memorandum No. L08-05 for additional information).

Income is not calculated for persons under age 18 (to determine income eligibility); however, if the youth

provides finances to the adult household member for expenses, the amount must be included as income to the adult under miscellaneous/cash contributions. If household members under 18 receive Social Security or Disability income, the gross amount must be included as income under the payee or custodial adult's name living in the household.

Please note **the current DSS printout may not be used to verify members of the household, or earned income**; however, it may be used to verify utility check, child support and TANF/FI amounts if listed on the printout.

### *Student Loans*

Student loan refunds should be included as income only if funds are used to help sustain the household.

## AWARD LETTERS

*(Social Security, Supplemental Security Income, VA Benefits, Pensions, etc.)*

A current year's award letter may be used to verify income, using the gross amount.

### *Supplemental Security Income (SSI)*

Proof of disability is to be provided from a current or prior year's award letter from the Social Security Administration (SSA), a current year's letter from Vocational Rehabilitation or the Veterans Administration, disability income check, or an official handicapped sticker bearing the appropriate photograph. Disability may be either temporary or permanent. This medical documentation must be attached to the application on file.

"Disabled" describes an individual who has a physical or mental impairment that prohibits one from working at any substantial employment that otherwise s/he would reasonably be able to perform and that will probably continue for an indefinite period of at least 12 months or who has been certified as permanently and totally disabled by a state or federal agency qualified to render that decision. Short-term disability and workman's compensation is also recognized as a form of disability.

If an individual is under the age of 62 and receiving Social Security benefits **under their Social Security Number only**, that individual is disabled.

If an individual is under the age of 62 and receiving Social Security benefits **under their Social Security Number only**, that individual is disabled.

A spouse or child receiving Social Security benefits is not necessarily disabled. There are three types of social security payments: (1) retirement payments as early as age 62, (2) survivor payments made at any age, and (3) disability payments made to disabled persons under the age of 65. The medical standards for disability are the same for Social Security (SS) as for Supplemental Security Income (SSI) for individuals age 18 or older. There is a separate definition of disability for SSI children under age 18. **Any questions, you may contact your local Social Security office or call 1-800-772-1213. SSA has asked that CAAs contact them at the aforementioned number or your local SSA office if documents are required to service customers rather than sending customers to their office for documents.** “Understanding SSI” is available online at: [www.socialsecurity.gov/](http://www.socialsecurity.gov/) and [www.socialsecurity.gov/notices/supplemental-security-income/text-understanding-ssi.htm](http://www.socialsecurity.gov/notices/supplemental-security-income/text-understanding-ssi.htm).

SSI payments are made in three categories: (1) to aged individuals – 65 or older, (2) to disabled persons under 65 who have an impairment so severe the person cannot do any substantial work, and the impairment will last 12 months or result in death, and 3) to blind individuals under age 65 and legally blind. Even children may receive SSI payments if blind or disabled, based upon the parent(s) resources and income.

### ***How to Calculate Self-employed Individuals***

When a self-employed individual is operating a business outside of the home, use the “net” Profit. An individual must provide the **entire** 2016 (most recent) signed Federal Tax Form pertaining to the business (e.g. 1040 Schedule C of Profit or Loss or 1040 Schedule C-EZ). For Form 1040 schedule C, use total from line 31(Net Profit), divide it by 12 = monthly income amount. If using form 1040 schedule C-EZ, line #3 should be used. Other IRS forms include Form 1065 Partnership Return of Income (request Tax Schedule K-1 Form 1065 Partner’s Share of Income, Deductions, Credits), Form 1120S (request Tax Schedule K-1, Form 1120S). When a self-employed individual is operating an in-home business, such as child care, use the “gross” income. An individual must provide **entire** 2016 (most recent) signed Federal Tax Form pertaining to the business.

When only recently self-employed, an individual must provide quarterly or monthly tax statements provided by

the South Carolina Department of Revenue. If the self-employed individual does not file his/her taxes quarterly, provide a copy of the business license and Declaration of Zero Income form. **How to calculate quarterly taxes:** Divide the most recent quarterly tax amount by 3 = average monthly income amount. Appointment books should not be used to verify income. When an individual’s business has been terminated, verification of termination is required (e.g. state certification verifying termination).

### ***Declaration of Zero Income***

Persons with Zero (0) income must complete the Declaration of Zero Income form. If someone other than a household member is paying their bills, determine the monetary amounts and calculate those amounts as income (cash contributions or miscellaneous in DBA). Items that *could* be captured on the Declaration of Zero Income form include: child support (contributions from a parent or court-ordered), utility check or monetary contributions to the household outside of employment.

**\*Note: Be sure not to duplicate income.\***

If a youth (under age 18) provides finances to the adult household member for expenses, the amount must be included as income to the adult under miscellaneous/cash contributions on the Declaration of Zero Income form.

The Declaration of Zero Income form should be used as a last resort when all efforts have been exhausted to provide sufficient supporting documentation.

### ***Utility Checks***

Utility checks made payable to and **issued directly to the customer** should be calculated as income when determining eligibility since the customer is not required to remit/forward this payment to the utility vendor as payment for services.

Utility checks **issued directly to vendors** on a monthly basis on behalf of applicants who reside in subsidized housing are benefits to subsidize the already very low-income status of those households. In these instances, benefits are not to be counted as income toward/on the application.

## *Serving Families with Foster Children*

When serving households with state-placed foster children, the foster child should **not** be included as a member of the household. These children are considered wards of the state. A DSS placement letter is required in the file. Monthly allowances made to foster parent(s) as reimbursement for the cost of caring for the child should not be counted as income. However, separate wages paid to the parent should be included as income, as these funds are considered payment to the temporary caretaker.

## **PROGRAM ELIGIBILITY**

After an applicant has been determined to be income eligible, program eligibility must be established in accordance with the State Plan, the Subgrantee's approved LIHEAP Community Action Plan and/or Federal and State laws, policies and procedures.

**Applicant and household members who benefit from the service must be U.S. citizens or provide proof of legal residency.**

By law, States are to ensure that Federal provisions related to providing services to qualified individuals are in full compliance. Therefore a household including eligible members cannot be denied service. If the only legal household member is a child, the legal household member(s) is still considered eligible. Continue to list the applicant as an "Illegal Alien" when applicable, and serve the household based on the Prorated benefit (refer to DA and ECIP).

Documents to verify qualified alien status include such as the I-94s for refugees, asylum determination letter, LPR status (green card – most recent version has expiration date), alien registration card, and social security card. The Bureau of Immigration and Naturalization and/or the Social Security Administration may be used to validate documentation.

All customer documents must be current and accurate to determine program and income eligibility. Each customer file must contain current, accurate and legible documents to include: the current/completed/signed application reflecting FPL and all household members, income proof for all household members 18+ years old, current identification and photo, Social Security card for each household member, proof of disability status when applicable, current energy bill, income screens, unallowable cost calculations, vouchers, check copies,

energy burden calculations for DA, proof of emergency for ECIP, and all other pertinent information/documents.

**All paper and DBA applications must include a clause notifying applicants of their right to appeal and a fair hearing if service is denied, as required by Section 2605(b)(13) of the LIHEAP statute.**

**The Executive Director must approve all agency employee and board member applications for assistance by signing and dating the application BEFORE payment is rendered.** Agency staff should not prepare applications for their family member(s).

All customer documents must be current and accurate to determine program and income eligibility.

Applicant must provide a copy of his/her current official (government or state-issued) pictured identification such as State (SC) Identification Card, SC Driver's License, Military ID, Employment ID, Passport, Voter Registration Card bearing photo. Eligible residents may obtain a SC Identification Card from the SC Department of Motor Vehicles.

All information provided for income and program eligibility must be consistent. If a client's address listed on the application does not match the address listed on their driver's license/ID, their address may be changed and printed online at: <https://www.scdmvonline.com/dmvpublish/trans/AddrChange.aspx>. If the online process cannot be accomplished, the customer is responsible for providing the current driver's license/ID.

If an elderly applicant (aged 75+) does not have a driver's license or a state-issued ID card, an expired ID with a clarifying statement, or a picture of the applicant and a copy of the applicant's birth certificate may suffice. If an elderly applicant does not have a birth certificate, a letter from the Department of Health and Environment Control (DHEC) stating that the client does not have a birth certificate on file is appropriate.

### ***Frequency of LIHEAP Service(s)***

Customers may receive LIHEAP financial assistance **a maximum of two times** during the program year to include Direct Assistance (DA) and/or Emergency Crisis Intervention Assistance (ECIP). SCE&G and Duke Project Share assistance may be provided as a separate service once during the program year. Therefore, two LIHEAP services and one Project Share service may be provided to an eligible household.

## Vendor Agreements

**NOTE: Updated Vendor Agreements must include a physical address.** This is a federal mandate outlined in Section 2605(b)7, Assurance 7: (“How does the State assure that no household receiving assistance under this title will be treated adversely because of their receipt of LIHEAP assistance?”).

A Vendor Agreement must be completed by all new vendors and a current Agreement must be on file for all prior vendors. Vendor Agreements must be available for review upon request during each monitoring visit.

- Initially each vendor must complete a Vendor Agreement and a W-9 to be certified by the Subgrantee. Once completed and on file, the Vendor will only need to complete a new Agreement and a new W-9 if the proprietor’s name, address or FEIN changes.
- The vendor is to credit the customer’s account in a timely manner and return the energy voucher(s)/transmittal/invoice to the Subgrantee for payment. Vendor Agreements should contain language that prohibits the paying of water, sewer, products and services, meter tampering charges, security systems and returned check fees.
- Within 30 days of the date of the receipt of the energy voucher(s)/transmittal/invoice, payment of the exact dollar amount will be made to the vendor. During program monitoring, OEO will review proof of timely payments.
- Vendor payments and customer accounts credited under LIHEAP via journal entries as evident in the files or upon request during the monitoring visit. **Payments are not to be rounded. When a vendor has not received payment within thirty (30) days following the date of receipt of the bill submission, the vendor should immediately contact the Subgrantee and report the delay in payment.**
- At the beginning of the last quarter of the program year, OEO recommends issuing a reminder to vendors of the December 31<sup>st</sup> program expiration date and to provide reasonable assurance that program funds can only be expended during the authorized period of availability (through December 31<sup>st</sup>); therefore, it is recommended vendors not accept vouchers after January 5<sup>th</sup> of the new program year.
- Subgrantees should submit a 1099 IRS Form to record vendor payments in excess of \$600\* to non-incorporated vendors.
- Vendors are to accept payments on behalf of eligible households for:

- (1) Electricity and/or natural gas
- (2) Firewood and for ancillary charges for delivery, stacking and splitting of wood during delivery
- (3) Coal, kerosene, fuel oil, LP gas or other approved fuels and for ancillary charges for delivery, including cost of parts and labor incurred in attaching the fuel tank to the household’s residence, as well as for tank rental or purchase cost.

## LIHEAP CLIENT ASSISTANCE PAYMENTS

Applicant must reside at the address stated on the utility bill; however when the bill is in the name of a household member other than the applicant, the applicant must provide proof s/he resides at that address, relationship to applicant (if applicable) and approval to access that account. Husband and wife living in the same household do not need approval to access the account.

Bills will no longer be accepted if the person whose name appeared on the bill has been deceased longer than 12 months (proof needed), bill is in a minor child’s name, or bill is in non-household adult’s name.

When the bill is in the name of the landlord, the landlord must provide a statement indicating that the applicant is permitted to access that account, to include making payment on the account. The file must include this documentation. Customer must provide a current Lease Agreement indicating the account is in the landlord’s name but the bill is the responsibility of the tenant.

OEO requires agencies to make every effort to have a safer, healthier alternative heat source provided/installed in households where unvented and portable kerosene heaters, wood or coal serve as the primary heat source (refer to page 15 for additional guidance). The file should outline the efforts and include an explanation when this requirement is not satisfied. This would help to reduce/eliminate fires from kerosene heaters, wood stoves, fireplaces and other alternative unsafe heating sources.

**GEAP funds cannot be used to pay utility bills in 2017 unless the total allocations for **LIHEAP and Project Share** funds have been exhausted for the Program year, by county. This must be proven during monitoring or funds will have to be reimbursed.**

Each check and/or voucher must be made payable only to the vendor from whom the applicant proposes to

obtain services. Payments made to vendors on behalf of clients using LIHEAP funds must be made by either a two-party check or OEO-approved two-party voucher system. The two-party voucher system must meet OEO guidelines and be approved by OEO prior to implementation.

The voucher/check used for the purpose of direct client (monetary) assistance shall be documented as follows:

- CAA's (Subgrantee) name as payer;
- Vendor's name as payee; and
- Eligible applicant's name as recipient.

Payment should indicate "Credit only to home energy expense." If applicable, this policy **must** be added in the Vendor Agreement. Agencies should not contract with vendors that cannot meet this requirement.

### ***Primary Home Energy Source***

The USDHHS Division of Energy Assistance has stated that agencies are permitted to pay home energy bills when there are two sources of energy required to heat and cool a home. Example: A home heated with natural gas requires electricity to heat the home. Both are to be paid as one allowable LIHEAP service (even if each service is provided by different vendors) and should be logged as primary and secondary energy sources in SC ROMA (DBA FACSPRO). The energy burden must be calculated using the current energy amount, excluding all unallowable and non-energy charges, of the electric bill amount.

## **PROGRAM AND FISCAL REPORTING**



LIHEAP and Project Share Financial Status Reports (FSRs) and Household Reports are due to the Office of Economic Opportunity (OEO) on the 15<sup>th</sup> of the month following the reporting month. To ensure accuracy with Federal required reporting from the State, additional reporting by Subgrantees is necessary. Therefore, Program Status Reports (PSRs) will be due quarterly on the 15<sup>th</sup> day following each quarter, Pre-Closeout on December 1<sup>st</sup> (OEOs year-end report is due to US HHS by December 15<sup>th</sup>), and an annual report (cumulative) will be due on January 15<sup>th</sup>. All reports must be submitted in a timely manner; timeliness will be reported on risk assessments.

**LIHEAP PROGRAM YEAR CLOSEOUT:** February 15<sup>th</sup> (Date subject to change)

**2017 FEDERAL POVERTY INCOME GUIDELINES\***

**(AMOUNTS SHOWN ARE COMPUTED AT 150% OF POVERTY GUIDELINES)**

<b>FAMILY SIZE</b>	<b>150% MONTHLY POVERTY GUIDELINE</b>	<b>150% ANNUAL POVERTY GUIDELINE</b>
<b>1</b>	<b>\$1,507.50</b>	<b>\$18,090.00</b>
<b>2</b>	<b>\$2,030.00</b>	<b>\$24,360.00</b>
<b>3</b>	<b>\$2,552.50</b>	<b>\$30,630.00</b>
<b>4</b>	<b>\$3,075.00</b>	<b>\$36,900.00</b>
<b>5</b>	<b>\$3,597.50</b>	<b>\$43,170.00</b>
<b>6</b>	<b>\$4,120.00</b>	<b>\$49,440.00</b>
<b>7</b>	<b>\$4,642.50</b>	<b>\$55,710.00</b>
<b>8</b>	<b>\$5,165.00</b>	<b>\$61,980.00</b>
<b>For each additional person, add</b>	<b>\$522.50</b>	<b>\$6,270.00</b>

*\*Reference: Federal Register notice of 2017 poverty guidelines, published January 31, 2017.*

## **DIRECT ASSISTANCE (DA)**

Direct Assistance is designed to provide financial assistance to help avert, prevent, deter and avoid utility crisis. DA funds are reserved for the provision of financial utility services that are provided before the initial onset of an emergency. **Because Direct Assistance is not an emergency program, a balance is not required to be satisfied on the customer's account, however, all unallowable charges MUST be paid prior to service.** A letter from the vendor will suffice as proof that the merchant will work with the customer on the outstanding amount of unallowable charges.

**Maximum assistance - \$500** (Heating or Cooling Assistance).

May be used to pay home heating and/or cooling costs (excluding water, sewer, sanitation, products and services, outdoor and subdivision lights, light/wood poles, city/county fines for late garbage bin pickup, voluntary round-up fees, meter tampering charges, security systems and returned check fees).

Applicant must provide copy or original energy bill (must have been issued within the last 30-days) to verify the account number. Bill must detail all past due and current charges. When street lights and other non-allowable items appear on a bill, those utility vendors must be required to *“Credit only to home energy expense”* in order to ensure compliance with LIHEAP requirements, or the agency is to pay only the energy expense up to the maximum allowable base the customer

is eligible under DA (Refer to Specialized Utility Payment Plans, page 10). DA funds may be used to pay the current energy amount or the current and one month past due (bills must be for consecutive months) amounts.

Direct Assistance cannot be used to pay bills that are in cut-off/disconnection status within five (5) days of the application date. However, Direct Assistance funds may be used to pay for emergency services which will gain a larger financial benefit from a DA service when compared to the allowable ECIP benefit ONLY for a household that includes an elderly and/or disabled individual. NOTE: This rule only applies to elderly and/or disabled households.

**LIHEAP funds cannot be used to pay Duke customer deposits or on Duke prepaid accounts because Duke will not agree to credit LIHEAP funds to cooling and heating costs only. However, Duke Energy Progress funds may be used for these purposes.**

## **VULNERABLE HOUSEHOLDS**

**(1) Elderly** - Individuals age 60 years or older.

**(2) Disabled** – Individuals must provide proof of disability. Proof of disability is to be provided from a current year's award letter or SSI report from the Social Security Administration (SSA) verifying disability, a current year's letter from Vocational Rehabilitation or the Veterans Administration, Disability Income Check, or an official handicapped sticker bearing the appropriate photograph. Disability may be either

temporary or permanent. This medical documentation must be attached to the application on file.

**(3) Income is 100%** - Refer to current Federal Poverty Income Guidelines. Total household income for the last 30 days, including the date of application must be at or below the 100 FPG.

**(4) Household with Children Age 5 <** - One or more children living in household age 5 or younger.

**(5) Energy Burden** – An Energy Burden must be calculated using only the current month’s energy amount of the household bill which contains a listing of all current charges. To determine the Energy Burden, multiply total monthly household income by 20% (.20) = PRODUCT. If the current energy bill is higher than the PRODUCT, then an energy burden has been demonstrated. The current energy bill amount, excluding all non-utility (non-electric/gas) and unallowable charges, must be entered in DBA accurately to determine an energy burden (example: total current utility bill is \$300, total unallowable amount is \$50, all non-utility charges (round-up fees, franchise fees, service charges, non-regulated charges, etc.) total \$50 (\$300-\$50-\$50 = the total allowable energy amount of \$200) the energy burden is calculated using the allowable energy charge of \$200). To determine the Energy Burden for fuel customers, multiply the cost to fill the customer’s tank by 80%. If a household is provided an ineligible energy burden, that amount must be reimbursed using non-Federal or non-State funds.

***Serving Direct Assistance to households with Illegal Aliens***

Complete the application listing the Illegal Alien as a member of the household (capture any income if applicable on the Declaration of Zero Income form). When determining the itemized household benefits (i.e. – Child age 5 or under, Energy Burden, Elderly, Disabled, Income under 100%), only consider eligible household members (exclude illegal aliens). After the household’s benefit has been determined, apply the Direct Assistance Prorated Calculation to determine the benefit per person. Only apply the prorated benefit amount to each eligible household member.

$$\text{Total DA Benefit} \div \text{\# of HH Members} = \text{Prorated Benefit}$$

*(including Aliens)*

***Fuel Customers and Pre-Pay Accounts***

Applicants with a zero balance on an existing utility account may still have a documented need (files should

contain clear justification for assisting these customers, though income eligible).

Direct Assistance may be used to pay “pre-payment” accounts **and deposits** with Electric Cooperatives, only. Pre-pay customers do not qualify for an energy burden since no current bill will be due, (this does not apply to propane and fuel oil). Note the SC Code below:

**SECTION 33-49-255.** Restrictions on interruption of electric service to residential customer for nonpayment of bill; exceptions:

(A) Except as provided in subsection (B) of this section, an electric cooperative must not interrupt electric service to any residential customer for nonpayment of a bill until twenty-five days have elapsed from the date of billing.

(B) An electric cooperative may interrupt electric service to a residential customer who has voluntarily enrolled in a prepay program if the prepay program allows the customer to monitor his consumption of electricity and his account balance on a daily basis and the balance of that customer's prepay account is zero, provided that the following conditions are met:

(1) at the time the residential customer enrolls in the prepay program, the residential customer is informed and agrees that his electric service may be interrupted when the balance of his prepay account reaches zero; (2) electric service must not be interrupted before 10:00 a.m. on the next business day following an attempt by the electric cooperative to give the customer notice of the impending interruption by telephone or electronically; and (3) service must not be interrupted except during hours when the electric cooperative is accepting cash payments. For purposes of this subsection, a business day is any day in which the electric cooperative, or an agent, is accepting cash payments.

(C) Nothing contained herein shall be construed so as to relieve an electric cooperative of the requirements of Act 313 of 2006.

When appropriate, agencies are advised to help customers create new accounts with a utility vendor for a permanent situation by following LIHEAP rules.

***Nonelectric Deliveries***

Kerosene, wood, coal, and propane applicants’ DA benefits must be calculated in the same manner as DA

benefits calculated for natural gas and electricity customers, using all allowable benefit options for vulnerable households. In these instances, an Energy Burden may be applicable using the total energy cost, excluding unallowable and non-utility charges, identified on the bill/statement (must be a current bill) from the vendor for that service.

For home deliveries, vendors must provide a **Non-Electric Fuel Affidavit provided by the agency**, delivery ticket for the file documenting fuel type, number of gallons or cords of wood, cost per gallon, total delivery cost, delivery date, vendor name and address. Agencies must approve the service prior to the delivery (agency *may not* pay for services if the customer initiates the order for fuel/wood without CAA approval) if LIHEAP funds are to be used. The purpose of pre-approval is to ensure that customers are not placing orders assuming agency payments and avoid improperly shared information between customers and vendors. This *does not* apply to customers who are approved by the vendor for automatic delivery.

In order to determine the current amount on a new propane/fuel oil bill, use the cost listed on the vendor’s bill/invoice that is needed to fill the tank.

All kerosene, propane, wood and coal customers are to provide a statement from the vendor for the file that reflects the total number of gallons/cords to be purchased, fuel type, cost per gallon, vendor name and address. Kerosene and propane vendors must verify the tank is attached/connected to the structure. Portable kerosene heaters cannot be provided with kerosene assistance.

## DA BENEFIT LEVELS

**Minimum Benefit Level (Heating or Cooling).....\$225**

Additional benefits if:

- (1)Elderly.....\$50
- (2)Disabled.....\$50
- (3)Total Household Income is =100% or < the FPL...\$50
- (4)Applicant with children age 5 <.....\$50
- (5)Energy Burden (20% of total HH income).....\$75

**Maximum Assistance.....\$500**

## SELECTED LIHEAP ASSISTANCE PAYMENT PLAN (SLAPP) & ELECTRIC CITIES (ECs)

The Selected LIHEAP Assistance Payment Plan (SLAPP) is designed as an alternative payment process for customer’s whose monthly utility bills include charges that cannot be paid using LIHEAP or Project Share funds. SLAPP accounts will require assistance from DBA for initial set-up.

According to the U.S. Department of Health and Human Services, LIHEAP funds cannot pay for costs such as water, sanitation, products and services, or outdoor and subdivision lights.

Lump sum DA payments shall remain as a credit balance until exhausted by the household. Vendors may not transfer or cash out benefits to recipients; this must be addressed in your Vendor’s Agreement. If a customer relocates and is no longer a customer of the vendor that was provided a benefit for that customer/household, all unexpended balances must be returned to the agency by the end of the program year. Vendor Agreements must indicate the vendor’s understanding/acceptance of this policy.

Many eligible customers who live within the city limits of “Electric Cities” receive a monthly electricity bill for heating and/or cooling that includes water and sanitation costs. In these cases, payments must be distributed as an “Electric Cities” payment plan. Additionally, some eligible customers who live in local counties receive a monthly bill that includes unallowable LIHEAP charges. Therefore, the “Selected LIHEAP Assistance Payment Plan” must be used for distributing assistance payments.

“Electric Cities” are municipal-owned utilities that purchase most of their electricity from investor-owned utilities and then distribute retail electricity to customers.

### *SLAPP Example:*

If the applicant is eligible to receive \$300, the vendor must credit the customer’s account for electricity only and apply overages to the client’s electricity costs for the following month(s). If the vendor is not willing to maintain the balance in abeyance, the agency is to pay only the energy expense up to the maximum allowable base the customer is eligible for under DA.

**If a customer pays unallowable charges to cover a**

**three month period, the entire benefit should be processed as a regular Direct Assistance service.**

**If the total balance of a SLAPP service is less than \$25, you may apply that amount to the final incremental payment.**

The ECs or SLAPP requirement does not apply to SCE&G services, only, since SCE&G will only credit the assistance amount to the heating and cooling portions of the bill. Additionally, if vendors agree to apply all LIHEAP funds to the heating and cooling portion of the bill in writing, the ECs or SLAPP process is not required.

## **EMERGENCY CRISIS INTERVENTION (ECIP)**

**Emergency Defined:** A sudden, urgent, unexpected occurrence or occasion requiring immediate action; a state, especially of need for help or relief, created by some unexpected event; an unforeseen combination of circumstances or the resulting state that calls for immediate action; or an unexpected situation that poses an immediate risk that requires urgent intervention. An emergency is never planned.

**Maximum benefit \$1,000 (subject to change)** - With a documented emergency, an eligible household may receive ECIP assistance; including payment for home energy expense, the purchase of an air conditioner, window heat pump room a/c unit and/or heater(s) such as The Heat Surge (portable kerosene and space heaters are not allowable); to be resolved not later than 48 hours for a general emergency and not later than 18 hours for a life-threatening situation.

**18-Hour Life Threatening emergencies** – A situation that has already or poses an immediate risk to life, health and safety directly related to home energy heating/cooling costs. A life-threatening crisis is 1. A natural disaster 2. A significant home energy supply shortage or disruption, 3. Home energy disconnections or 4. An emergency where there is imminent danger, requiring immediate action to prevent or alleviate the loss or impairment of life, health or property.

**48-Hour Life Threatening emergencies** – A situation that poses a threat to life, health and safety directly related to home energy heating/cooling costs.

## ***Customer Bills***

Applicant must provide most recent copy or original of the energy bill (must have been issued within the last 30-days and may include past due amounts) to verify the account number and detail all actual charges. A final notice/termination notice is not acceptable without the itemized bill which by state law has to be issued prior to the Final Notice.

Allowable “past due” and “current amount” of a client’s bill may be paid if the bill is in the appropriate season (i.e. non-electric utilities) and in the current program year.

Note: When serving a customer with a January 2017 bill, only November 2016 and December 2016 bills are an allowable expense. If a customer’s December 2016 bill is the most recent/current at the time of the 2017 application date, October 2016 charges are an allowable expense. By April 1, 2017 agencies should not pay any portion of 2016 bills/charges and should not include any charges prior to October 1, 2016.

If the situation at the time of application is that the customer made additional arrangements with the vendor and the due date of the original final notice has passed, do not postpone the appointment. Document that the customer has received a final notice and place copy of bill reflecting original cut-off date.

In a case where a customer has a bill higher than the maximum amount allowed, the difference must be satisfied prior to the service or an agreement between the vendor and customer must be met before a service is provided to the client (Example: A client has a bill for \$1,200.00, the client must pay the \$200.00 or there must be an agreement between the client and vendor for the remaining \$200.00).

## ***Transfer Accounts***

Allowable transfer amounts from a previous address can be paid with the proper documentation, itemized bill, and no lapse in service. All transfer amounts have to have occurred within the Program Year or approved timeframe.

## ***Closed Accounts & Outstanding Debt***

If a client has a closed account, the agency can determine if the household can be served if the LIHEAP award will secure a deposit and utilities for 30 days forward at the same address. If a client has an old bill

outside of the current year, the client must satisfy the balance of the old bill before LIHEAP funds may be used.

### **LIHEAP Allowable and Unallowable Charges**

The total bill, excluding all unallowable charges but including past due amounts, should be paid up to the maximum allowable amount. **If the entire bill is not paid, the remaining balance must be satisfied before the agency remits a payment.** The file must contain a paid receipt or vendor agreement for the balance to validate how the remaining balance was paid or will be satisfied, to include source (by client or through area referral).

May be used to pay home heating and/or cooling costs (**excluding water, sewer, sanitation, products and services, outdoor and subdivision lights, light/wood poles, city/county fines for late garbage bin pickup, voluntary round-up fees, meter tampering charges, security systems and returned check fees**).

May be used to pay mandatory round-up fees and other required fees (late fees, reconnect fees, delivery fees, mandatory safety check fees and hazmat fees, franchise/membership fees) when a utility company applies this fee on all customer bills (proof that these fees are mandatory and applies to all customers must be provided during monitoring).

May be used to pay deposit for new service and vendor-imposed deposits for existing service (**proof required**).

**LIHEAP funds cannot be used to pay Duke customer deposits or on Duke prepaid accounts because Duke will not agree to credit LIHEAP funds to cooling and heating costs only. However, Duke Energy Progress funds may be used for these purposes.**

### **Nonelectric/Fuel Services**

**For home deliveries, vendors must provide a delivery ticket for the file documenting date and amount of last delivery, fuel type, number of gallons or cords of wood, cost per gallon, total delivery cost, delivery date, vendor name and address.**

All kerosene and propane customers must have vented systems that are connected to the dwelling and are to provide a statement from the vendor for the file that reflects the total number of gallons to be purchased, fuel type, cost per gallon, vendor name and address. (See Appendix B for guidance.)

All portable kerosene users who traditionally purchase small amounts of fuel throughout the winter and space heater users should be provided with an alternative heating/cooling system that is safe and healthy, such as The Heat Surge Electric Heater or a similar system. The BTU Output should be approximately 5,000, have adjustable heat/cooling settings, safety tip-over and thermal power cut-off, cool touch exterior, be inspected and approved by UL benchmark in safety, and other health and safety features and benefits. If the customer will not accept a Unit, an account with a major utility vendor may be established using LIHEAP funds to pay the deposit amount.

The purchase of portable kerosene heaters or space heaters is **not allowed** due to safety and health issues.

The U.S. Department of Health and Human Services has stated that agencies are to have mechanisms in place to resolve emergencies over weekends and holidays. This may include a 24 hour contact name and number or may provide for staff to work weekend hours in case of fires, life threatening temperatures and/or acts of God. Carefully document files in these situations.

File must validate each emergency.

## **EXAMPLES OF EMERGENCIES**

*(This list is not inclusive of all allowable emergencies)*

**Note: Proof of emergency is always required in each customer/household file. Emergency must have occurred within 30 days of the application unless otherwise specified below.**

**NOTE: Being disabled, elderly or on a fixed income does not justify an emergency.**

- A termination or final notice alone does not constitute an emergency; however, the reason the household is unable to pay this utility bill must be explained in the notes section of dba. **A termination notice with a scheduled disconnection date within five (5) days of the application date may be used as proof of emergency for all LIHEAP eligible customers and this case must always be treated as an ECIP service.**

- A client cannot receive a direct assistance service in an emergency situation with one exception: only elderly and/or disabled households can be served

with a direct assistance instead of an emergency if it provides a greater benefit to the client.

- **Empty fuel tank or low fuel tank** (less than 1/4 during *extreme* winter weather-related temperatures (below 50°). If customer misrepresents the facts about the amount of fuel in tank (customer says tank is empty but tank is more than 1/4 empty), customer may be disqualified for services for 1-2 years.

- Cooling or heating necessity due to adverse effects of **extreme weather-related temperatures** (below 50° during heating season and above 90° during cooling season). Heat index or wind chill may be used. File documentation needs to support the extreme temperatures.

- **Burn-out, tornado, hurricane, earthquakes, ice storm or flood** (energy assistance needed to establish home energy in new or temporary residence).

- **Extreme increase in a bill** (more than 40%). (Compare the previous and the current bill's energy amount. Include documentation in the file.)

- **No home energy** (heating or cooling) at current residence, including disconnected utility (proof that utility has been disconnected required).

- **Disconnection Notice** verifiable by the agency (disconnection notice alone does not verify an emergency. *Please do not advise customers to wait until their services are disconnected to be served – remember emergencies should never be planned. A termination/disconnection or final notice alone may be used as proof of emergency for households with vulnerable individuals, i.e. elderly, disabled or children 5 years of age or younger, only.*

- **Job loss** (layoff, reduction in force), proven medical emergency that caused proven financial hardship, proven **reduction in income** (more than 40%) or death of primary income provider/wage earner (within 90 days of application).

- **Long-term unemployment** resulting from proven layoff or reduction in force (over 180 days but not more than 365 days) or exhaustion of UI benefits (within past 90 days) if customer is consistently seeking employment (proof required).

- **Exhaustion of personal savings** (within past 60 days). Proof, such as 2-month bank statement, is required.

- **Income-ratio-to-bill** for very low fixed income households (**less than 75% FPL**):

Current bill allowable amount ÷ total monthly gross income = percentage (ex. \$308.20 (bill) ÷ \$694.00 (total/combined household gross income) = 45%). This may be used as an emergency if the percentage is more than 40%. Calculation must be in file for monitoring purposes.

- **Emergency vehicle repairs** for *employed or persons seeking employment* (proof required) persons only within 90 days of application (official receipt required). Repair amount must be comparable to energy amount needed.

- **Emergency repairs to home** within 90 days of application (official receipt required). Repair amount must be comparable to energy amount needed.

- **Energy burden** Calculation: Monthly Income x 20% = \_\_\_\_\_ Current Energy Bill\$ \_\_\_\_\_. *Current month energy charge* (only heating and cooling portion of bill) must exceed 20% calculation.

## AIR CONDITIONERS (A/C ECIP)

**Maximum Cost - \$700/unit or \$1,400 for Purchase and Installation of Two Units per household.**

Under ECIP, up to allowable maximum \$700/unit, a window a/c unit may be purchased and installed when/as needed to ensure the safety of all eligible households (particularly vulnerable households) during extremely hot weather. OEO supports the concept that any eligible household (particularly vulnerable households) needing a unit to sustain the adverse effects of South Carolina's extreme summer heat should have access to this benefit.

The agency is to coordinate the proper procurement, installation and client education on the usage of each a/c. Client education should include **the overview of product warranties**, changing filters, usage of proper electrical outlets and winter storage. Agencies can coordinate with the vendor or Weatherization Program for installation. If unable to work through either, **a licensed and insured contractor is required for proper installation(s)** and a contractor's agreement is required. Each agency will be

monitored on this component. Client and installer are to sign off on the installation and a copy of the invoice is to be placed in the client's file. Refer OEO Fiscal Guidance and Procedural Manual, Procurement Policy.

**Two air conditioners per household are permitted during the year.** Subsequent requests the following year are allowable at the agency's discretion (particularly for vulnerable households) and must be justified in the client's file.

Maximum Size – 15,000 BTUs; must have the Energy Star or comparable energy efficiency label. Installation by a reputable vendor is required to assure proper setup and service. Warranty and installation fees may be paid with LIHEAP funds.

## **WINDOW HEAT PUMP ROOM AIR CONDITIONERS (HPAC ECIP)**

### **Maximum Cost: \$1,000**

Particularly in cases when a vulnerable household's only source of heat is wood or kerosene (unvented portable kerosene heaters) or if the existing heating system is inoperable, OEO will permit agencies to purchase up to two (2) window heat pump room a/c units per household every three (3) years if the need is justified. Maximum 8,000 BTUs recommended for 110 outlets. Refer OEO Fiscal Guidance and Procedural Manual, Procurement Policy. Prior to installation, the contractor must educate the applicant on the usage and maintenance of the unit. OEO requires using only certified, licensed contractors for these installations.

OEO requires/strongly recommends the purchase and installation of the HPAC or comparable unit instead of providing wood or kerosene (unless the kerosene unit is vented, attached to the home, stationary and holds a large quantity of kerosene) for health and safety reasons. This will eliminate the purchase of kerosene in small containers for mobile/portable heaters and lessen the chances of household fires and some respiratory illnesses.

The applicant must also agree to permit the contractor to remove any existing unvented kerosene heaters. One window heat pump room a/c unit would be equal to one ECIP assistance for the year (approximately \$1,000 includes installation) and these applicants should be referred to the Weatherization Program.

Window heat pump room a/c unit install is the same as installing a window a/c (use same rules as for a/c units). Agencies can coordinate with the vendor or

Weatherization Program or hire a contractor and a contractor's agreement will be required. Installation costs are to be included. **The contractor's agreement is to be on file and is to include a stipulation that the contractor takes possession of all unvented kerosene heaters.** Each agency will be monitored on this component. Client and installer are to sign off on the receipt to validate installation and proper working of the unit. A copy of the receipt and invoice are to be placed in the client's file.

A maximum of two (2) Heat Surge, Infrared Quartz Heater or comparable units may be purchased during the program year for a household (maximum purchase price is \$500 per unit) if the need is justified. In order to justify the purchase of more than one unit, at a minimum the household must include more than one person since the unit is portable. All portable kerosene and space heater users, who traditionally purchase small amounts throughout the winter, should be provided with an alternative heating/cooling system that is safe and healthy, such as The Heat Surge Electric Heater or a similar system. The BTU Output should be approximately 4,500 - 5,000, have adjustable heat/cooling settings, safety tip-over and thermal power cut-off, cool touch exterior, be inspected and approved by UL benchmark in safety, and other health and safety features and benefits. If the customer will not accept a Unit, an account with a major utility vendor must be established.

The purchase of portable kerosene heaters or space heaters is not allowed due to safety and health issues.

## **HVAC REPAIR OR REPLACEMENT**

### **(HVAC ECIP) - \$7,500 Maximum Cost**

NOTE: HVAC Units may be funded by 2017 LIHEAP funds throughout the Program year with an approved Community Action Plan (Logic Model) and Budget, or customers may be referred to Weatherization.

Under ECIP, as funds are available, to sustain the winter cold or summer heat, home heating/cooling systems may be purchased, repaired or replaced up to a maximum of \$7,500 using Energy Star and comparable energy efficient home heating/cooling systems, including duct work repair/replacement. Most agencies support this level of assistance particularly for vulnerable households on fixed incomes (elderly, disabled, and those with young children) where discretionary income for this level of expense is inadequate.

When HVACs are replaced or repaired in rental property, agencies must enter into agreement with the property owner to ensure the rent does not increase for a specified amount of time for the customer. The signed agreement must be placed in the customer's file.

At a minimum the Manual J Calculation is required from the vendor and retained in the client file (if a vendor is not familiar with the Manual J Calculation, the vendor should be disqualified and not used for HVAC purposes).

A household may receive HVAC repair assistance one time within the program year; however, an HVAC unit can be replaced up to once every three years with justification of the need. Procurement for HVAC system repair and/or replacement must be in compliance with OEO Procurement Policy, (OEO Fiscal Guidance and Procedural Manual). Agencies can coordinate with the vendor or Weatherization program or **OEO requires hiring a certified, licensed mechanical contractor.** **The contractor's agreement is to be on file and is to include a stipulation that the contractor takes possession of all unvented kerosene heaters.** The proper number of bids must be secured and maintained in the file reflecting a common scope of work. Agencies do not have to take the lowest priced bid, but file documentation is to indicate awards for reasonable and prudent statements of work as compared with price. Each agency will be monitored on this component as is outlined and approved in the 2017 Work Plan. **Client and installer are to sign off on the receipt to validate receipt and the install. A copy of the receipt, bids and invoices are to be placed in client's file.**

a 30-day period.

## BLANKET/THROW DISTRIBUTION

Contingent upon the availability of funding, agencies may provide blankets and/or lap throws. A separate Fund Master account will need to be established in SC ROMA (DBA FACSPRO) to track this expense. Blanket distribution is an Energy Assistance expense and is in addition to the DA and/or ECIP assistance the household receives (Refer OEO LIHEAP Program Assistance Memo L 10-06 and L 12-06). Agencies may purchase/distribute Energy Kits as well using the same guidelines (Refer to OEO Fiscal Guidance and Procedural Manual for Procurement Policy).

At program year-end, the agency must provide an itemized listing by type, unit price and total costs residual materials inventory. In the subsequent program

year, once spending is authorized, the agency should use current year program funds to purchase the inventory from the prior program year funds and ensure the inventory is recorded in the current program period in which the benefit is received. Prior year inventory must be cleared out prior to submission of the final FSR.

## LIHEAP WEATHERIZATION

Up to fifteen percent (15%) of LIHEAP funds will be allocated to the 2017 Weatherization Program to supplement the Weatherization Assistance Program funded by the U.S. Department of Energy. LIHEAP WAP funds take on the identity of WAP funds, with the exception of Administration (.5% has been allocated for administration). LIHEAP WAP funds are also used to improve home health and safety. Agencies are required to refer high energy usage households to Weatherization. **Because WAP receives the maximum allowable amount of LIHEAP funds, WAP cannot refer WAP customers to LIHEAP for additional assistance.**

## PROJECT SHARE (PS)

In order to extend the scope of LIHEAP funds; if a household's utility vendor participates in Project Share, those funds may be expended to provide an additional LIHEAP service.

### *Project Share Reporting*

Project Share operates on a state fiscal year beginning July 1<sup>st</sup> and ending June 30<sup>th</sup> of the following year. All Project Share client assistance data is to be maintained in SC ROMA (DBA FACSPRO) and reported monthly on a separate Household or PSR Form for each fund source.

### *Project Share Exclusions*

Project Share funds may not be used to purchase/install a window heat pump a/c unit, air conditioner, fan, heater or for repairs/replacement of HVAC systems. Project Share funds may not be used for administrative costs. Fans may be purchased with Duke Power Project Share funds without prior approval.

## **NEW!!! SCE&G PROJECT SHARE FUNDS**

- Qualifying households may use SCE&G Project Share funds to pay outstanding utility bills or

deposits, not to exceed \$1,000.

- SCE&G Project Share funds will continue to follow LIHEAP rules to include allowable charges as defined by OEO, with the exception of Tier Two.
- An agency may use SCE&G Project Share funds combined with LIHEAP as a supplemental service or as standalone service during the Program Year.

**Tier One – LIHEAP Eligible Customers (At or Below 150% of FPL)**

1. SCE&G Project Share funds may be used to satisfy outstanding allowable balances in conjunction with an SCE&G customer's LIHEAP Service. A maximum of two supplemental SCE&G Project Share services may be rendered during the Program Year, not to exceed \$1,000.
  - a) Example: Total Customer Bill = \$1,500 in allowable charges. Staff would charge \$1,000 to LIHEAP and the remaining \$500 to SCE&G Project Share. Customer is then eligible for a second Project Share service not to exceed \$500.
  - b) Example: Total Bill = \$1,100, however, the bill includes illegal activity and/or non-utility charges totaling \$50. LIHEAP funds may pay

\$1,000; SCE&G Project Share funds may pay \$50; and the customer is responsible for unallowable costs of \$50.

2. LIHEAP eligible customers with a documented need may receive a one-time SCE&G Project Share service, not to exceed \$1,000.

**Tier Two – Customers exceeding 150% of the FPL (Eligible at 151 – 200% of the FPL)**

1. Income eligible customers with a documented need may receive a one-time SCE&G Project Share service, not to exceed \$1,000. Customer files must include a DBA application, current I.D, proof of household income, and a copy of the customer's current bill.

## **DUKE PROJECT SHARE FUNDS**

Duke Project Share assistance may be provided as a separate service once during the program year. Therefore, two LIHEAP services and one Duke Project Share service may be provided to an eligible household. A customer cannot receive 2 LIHEAP or Duke Project Share and LIHEAP assistance within 30 days.

<b>CRITERIA:</b>	<b>SCE&amp;G</b>	<b>Energy Neighborhood Fund (ENF)</b>	<b>Duke Power (DP)</b>	<b>Piedmont Natural Gas (PNG)</b>
Except for *Duke Power Fan customers, eligible households may receive Project Share assistance using LIHEAP rules. A customer may be served with Project Share funds once during the program year. Agencies are encouraged to use Project Share Funds when possible to expand the outreach of LIHEAP funds. <b>LIHEAP Rules: Maximum level of household assistance: <u>ECIP \$1,000 and Direct Assistance \$500.</u></b>	LIHEAP & additional SCE&G Rules	LIHEAP Rules	LIHEAP Eligibility Rules Must be DP customer, age 60+, serve once \$50 limit See Below	LIHEAP Eligibility Rules  Heating only
The household must be the energy provider’s residential customer, subsidized households included, for at least one type of fuel. A copy of a current or most recent billing statement verifying the household’s residential customer status must be retained with the applicant’s file. The applicant’s “Home Address” must coincide with the service address on the billing statement. If address is different, refer to “other acceptable I.D.” (page 10 Application Requirements).	Account info may be obtained from SCE&G website	Account info may be obtained from ENF website	See Below	√
The household must use electricity or natural gas to heat or cool the home. Secondary sources of heating are permitted. The authorized uses are payment of an energy bill to include reconnection fees, late fees, membership/franchise fees if required to establish service, as long as the applicant household can present proof that s/he is either a gas or electricity customer.	Electricity Natural Gas	√	See Below	Gas, Oil Propane, Electricity Coal, Kerosene, Wood
Funds shall not be used for payment of administrative costs. Interest earned from Project Share funds maintained in an interest earning account may be retained.	√	√	√	√
Funds cannot be used for repairs or purchase of a home heating or cooling device.	Must have prior approval of SCE&G	√	√	√
Funds cannot be used for purchase of fans, air conditioners or heating device.	Requires prior approval	√	See Below	√
Funds should be expended from balances-on-hand for each county.	Clients must be SCE&G customers	√	See Below	√
Monthly reporting shall be on OEO Project Share FSR and Household or PSR Forms. Each report is to be completed and submitted to the OEO no later than the 15 <sup>th</sup> of the month following the reporting period. Please be advised that monthly revenue and expenditure activities are to be reported on these forms. <b>Any agency retaining Project Share Funds exceeding \$20,000 will not receive additional funds until the balance is less than \$20,000.</b>	√	√	√	√

## **DUKE PROJECT SHARE FUNDS** (Continued)

### **\*Duke Power Project Share Fan Relief Fund – Other Requirements**

- Any elderly citizen aged 60 or older, residing in a county served by Duke Power, in need of cooling assistance may receive a fan, not to exceed \$50 in value. One fan during the program year is allowed. The fan is a gift and is not to be counted as ECIP or DA assistance.

- In lieu of a fan, a one-time \$50 credit is available during the program year only for income eligible Duke Power customers age 60 or older. Applicants must provide a copy or original of the current Duke

Energy bill which is to be retained in the applicant’s file. If given the \$50 credit, an applicant may also receive LIHEAP assistance, if program eligible and funds are available. Applicants who receive the \$50 credit may not also receive a fan.

- The \$50 credit assistance is one-time per year, per Duke Power household.

# ***LIHEAP Checklist***

FAMILY APPLICATION	YES	NO
TOTAL HOUSEHOLD INCOME DOCUMENTATION (Weekly/Bi-Weekly/Semi-Monthly/Monthly)	YES	NO
LEGIBLE PICTURED ID	YES	NO
SOCIAL SECURITY CARD (Head of Household)	YES	NO
SOCIAL SECURITY NUMBERS (Entire Household)	YES	NO
ELECTRIC/GAS BILL or STATEMENT FROM VENDOR	YES	NO
PROPANE/ FUEL OIL BILL DELIVERY TICKET	YES	NO
DIRECT ASSISTANCE WORKSHEET	YES	NO
DIRECT ASSISTANCE SLAPP PLAN	YES	NO
ECIP: CURRENT UTILITY BILL/FINAL NOTICE Bill Date: _____ Cause of Emergency: _____	YES	NO
REFERRAL FORM (If Applicable)	YES	NO
VOUCHER/ CANCELED CHECK	YES	NO

**OFFICE OF ECONOMIC OPPORTUNITY (OEO/State)**

**CSBG & LIHEAP STAFF INFORMATION:**

Questions regarding this Administrative Guide should be directed to OEO's LIHEAP staff:

Kelly Buckson, Senior Manager for CSBG and LIHEAP Programs  
(803) 734-0579 [kelly.sumpter@admin.sc.gov](mailto:kelly.sumpter@admin.sc.gov)

CSBG & LIHEAP Program Coordinators and agency assignments:

Sandra Grant (803) 734-0686 [sandra.grant@admin.sc.gov](mailto:sandra.grant@admin.sc.gov)  
Aiken/Barnwell, Palmetto CAP, Piedmont, GLEAMNS/ GLEAMNS CS, Wateree

DyKetia Gregg (803) 734-3456 [dyketia.gregg@admin.sc.gov](mailto:dyketia.gregg@admin.sc.gov)  
Carolina, Beaufort/Jasper, OCAB, Waccamaw, State Association

TBA

*(Contact LIHEAP Senior Manager until further notice)*  
Darlington, Chesterfield/Marlboro, SHARE, Lowcountry, Pee Dee

Michael Johnson, LIHEAP Program Assistant  
(803) 734-1962 [michael.johnson@admin.sc.gov](mailto:michael.johnson@admin.sc.gov)

Office of Economic Opportunity  
1205 Pendleton Street  
Columbia, South Carolina 29201

Telephone: (803) 734-0662

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[www.oeo.sc.gov](http://www.oeo.sc.gov)

***This guide is subject to change at any time during the program year.***

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## 2017 COMMUNITY ACTION AGENCY SUBGRANTEES/ELIGIBLE ENTITIES

COMMUNITY ACTION AGENCY	<u>PROGRAM DIRECTOR</u>
<p><b>Aiken/Barnwell/Lexington Counties Community Action Commission</b>  <b>Atty. George A. Anderson</b>                      Executive Director</p> <p>291 Beaufort Street                      Aiken, SC 29801                      (803) 648-6836</p>	<p><b>Bertie McKie</b>                      bertie.mckie@outlook.com                      (803) 648-6836</p> <p><i>CSBG &amp; LIHEAP</i></p> <p>State/OEO Coordinator: Sandra Grant (803) 734-0686</p>
<p><b>Beaufort-Jasper Economic Opportunity Commission</b>  <b>Mr. Leroy H. Gilliard</b>                      Executive Director</p> <p>1905 Duke St., Suite 250                      Beaufort, SC 29902                      (843) 255-7220</p>	<p><b>Sarah Marshall</b>  <a href="mailto:smarshall@beaufortjaspereoc.org">smarshall@beaufortjaspereoc.org</a>                      (843) 255-7229</p> <p><i>CSBG &amp; LIHEAP</i></p> <p>State/OEO Coordinator: DyKetia Gregg (803) 734-3456</p>
<p><b>Carolina Community Actions</b>  <b>Mr. Walter H. Kellogg</b>                      Executive Director</p> <p>138 South Oakland Avenue                      Rock Hill, SC 29731                      (803) 329-5195</p>	<p><b>Mary Reid</b>  <a href="mailto:mreid@ccainc.org">mreid@ccainc.org</a>                      (803) 329-5195</p> <p><i>CSBG &amp; LIHEAP</i></p> <p>State/OEO Coordinator: DyKetia Gregg (803) 734-3456</p>
<p><b>Chesterfield-Marlboro Economic Opportunity Council</b>  <b>Mr. Samuel D. Bass, Jr.</b>                      Executive Director</p> <p>318-322 Front Street                      Cheraw, SC 29520                      (843) 320-9760</p>	<p><b>Patricia Threatt</b>  <a href="mailto:pthreatt@cmeoc.org">pthreatt@cmeoc.org</a>                      (843) 320-9760 ext. 2104                      (843) 320-2110</p> <p><i>CSBG &amp; LIHEAP</i></p> <p>State/OEO Coordinator: TBA</p>
<p><b>Darlington County Community Action Agency</b>  <b>Ms. Jackie Slayton</b>                      Interim Executive Director</p> <p>904 S. Fourth Street                      Hartsville, SC 29550                      (843) 332-1135</p>	<p><b>Rosa McLeod</b>  <a href="mailto:rmcleod@dccaa.net">rmcleod@dccaa.net</a>                      (843) 332-1135 ext. 202</p> <p><i>CSBG &amp; LIHEAP</i></p> <p>State/OEO Coordinator: TBA</p>
<p><b>GLEAMNS Human Resources Commission</b>  <b>Ms. Shunna Vance</b>                      Executive Director</p> <p>237 Hospital Street</p>	<p><b>Marcella Kennedy</b>  <a href="mailto:mkennedy@gleamnshrc.org">mkennedy@gleamnshrc.org</a>                      (864) 223-8434 ext. 8829</p> <p><i>CSBG &amp; LIHEAP</i></p>

Greenwood, SC 29648 (864) 223-8434	State/OEO Coordinator: Sandra Grant (803) 734-0686
<b>Lowcountry Community Action Agency</b> <b>Ms. Arlene Dobison</b> Executive Director  319 Washington Street Walterboro, SC 29488 (843) 549-5576	<b>Emily Mitchell</b> <a href="mailto:emily.mitchell@lowcountrycaa.org">emily.mitchell@lowcountrycaa.org</a> (843) 549-5576 ext.106  <i>CSBG &amp; LIHEAP</i>  State/OEO Coordinator: TBA
<b>OCAB Community Action Agency</b> <b>Mr. Calvin Wright</b> Executive Director  1822 Joe Jeffords Highway Orangeburg, SC 29116 (803) 536-1027	<b>Janice Spells-Jamison</b> <a href="mailto:jjamison@ocabcaa.org">jjamison@ocabcaa.org</a> (803) 536-1027ext.117  <i>CSBG &amp; LIHEAP</i>  State/OEO Coordinator: DyKetia Gregg (803)734-3456
<b>Palmetto Community Action Partnership</b> <b>Mr. Arnold Collins</b> Executive Director  1069 King Street Charleston, SC 29403 (843) 724-6760	<b>Ashley White or Thomas Nix</b> <a href="mailto:frontdesk@palmetto.org">frontdesk@palmetto.org</a> (843) 724-6760 ext. 211, 232 Toll Free (844) 769-6448  <i>CSBG &amp; LIHEAP</i>  State/OEO Coordinator: Sandra Grant (803) 734-0686
<b>Pee Dee Community Action Partnership</b> <b>Mr. Walter Fleming</b> Executive Director  2685 South Irby Street Florence, SC 29501 (843) 678-3400	<b>Queen McCall</b> <a href="mailto:queenmccall@hotmail.com">queenmccall@hotmail.com</a> (843) 678-3400 ext. 121  <i>CSBG &amp; LIHEAP</i>  State/OEO Coordinator: TBA
<b>Piedmont Community Actions, Inc.</b>  300A South Daniel Morgan Avenue Spartanburg, SC 29304 (864) 585-8183	<b>Cynthia Lounds</b> <a href="mailto:clounds@pcasp.org">clounds@pcasp.org</a> (864) 327-1114  <i>CSBG only</i>  State/OEO Coordinator: Sandra Grant (803) 734-0686
<b>Spartanburg &amp; Cherokee Counties - GLEAMNS</b> <b>Ms. Shunna Vance</b> Executive Director  397 Highland Drive Spartanburg, SC 29306 (864) 707-5029	<b>Marcella Kennedy</b> <a href="mailto:mkennedy@gleamnshrc.org">mkennedy@gleamnshrc.org</a> (864) 707-5029  <i>LIHEAP</i>  State/OEO Coordinator: Sandra Grant (803) 734-0686

<p><b>Sunbelt Human Advancement Resources</b>  <b>Dr. Willis H. Crosby, Jr.</b>  Executive Director</p> <p>254 S. Pleasantburg Drive  Greenville, SC 29607  (864) 269-0700</p>	<p><b>Tandy Bannister</b>  <a href="mailto:tbannister@shareesc.org">tbannister@shareesc.org</a>  (864) 269-0700 ext. 3242</p> <p><i>CSBG &amp; LIHEAP</i></p> <p>State/OEO Coordinator: TBA</p>
<p><b>Waccamaw Economic Opportunity Council</b>  <b>Mr. James Pasley</b>  Executive Director</p> <p>1261 Hwy. 501 East, Suite B  Conway, SC 29528-1467  (843) 234-4100</p>	<p><b>Loleta Williams</b>  <a href="mailto:lwilliams@weoc.org">lwilliams@weoc.org</a>  (843) 355-9922</p> <p><i>CSBG &amp; LIHEAP</i></p> <p>State/OEO Coordinator: DyKetia Gregg (803) 734-3456</p>
<p><b>Wateree Community Actions</b>  <b>Ms. Annette Tucker</b>  Interim Executive Director</p> <p>1915 Harden Street  Columbia, SC 29204  (803) 807-9811</p>	<p><b>Margaret Gibson</b>  <a href="mailto:mgibson@wcai.org">mgibson@wcai.org</a>  (803) 807-9811</p> <p><i>CSBG &amp; LIHEAP</i></p> <p>State/OEO Coordinator: Sandra Grant (803) 734-0686</p>
<p><b>SC Association of Community Action Partnership</b>  <b>Ms. Jessica McMoore</b>  Executive Director</p> <p>2700 Middleburg Drive, Suite 213  Columbia, SC 29204  (803) 771-9404</p>	<p><b>Earner Turner</b>  <a href="mailto:sccapa@bellsouth.net">sccapa@bellsouth.net</a></p> <p><i>Statewide Youth Leadership</i></p> <p>State/OEO Coordinator: DyKetia Gregg (803) 734-3456</p>

Program Status Report (PSR) Form

2017 LIHEAP PROGRAM STATUS REPORT

Date Agency

ENERGY ASSISTANCE COMPONENTS	Total Number of Assisted Households	2017 Household Poverty Level Using Gross Income and Household Size					At Least One Member Who Is					
		under 75% poverty	75%-100% poverty	101%-125% poverty	126%-150% poverty	over 150% poverty	Age 5 Years and Under	Disabled	Elderly, Disabled, Young Child	Age 2 Years or Under	Age 3 Years Through 5 years	
<b>DA</b>												
Heating												
Cooling												
<b>ECIP</b>												
Heating												
Cooling												

All households that requested assistance that were served and denied

ENERGY ASSISTANCE COMPONENTS	Total Number of Assisted Households	2017 Household Poverty Level Using Gross Income and Household Size				
		under 75% poverty	75%-100% poverty	101%-125% poverty	126%-150% poverty	over 150% poverty
<b>DA</b>						
Heating						
Cooling						
<b>ECIP</b>						
Heating						
Cooling						

Funds Obligated in the Quarter	
Direct Assistance	
ECIP	
Quarterly Total	