

DEPARTMENT *of* ADMINISTRATION



South Carolina Office of  
**ECONOMIC  
OPPORTUNITY**

*Program Year 2020  
Administrative Guide for*

**CSBG & LIHEAP**

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**Effective: May 29, 2020**

# 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).

# 2020 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. The next **comprehensive needs assessment is due to OEO in**

**August 2022 with the submission of the program year (PY) 2023 Community Action Plan.**

### *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 (CAA) performance in promoting self-sufficiency, family stability, and community revitalization.

### *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 OEO approval of the agency's CSBG Community Action Plan and application budget.

## **Updated!!! 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. To receive assistance under any CSBG project involving direct services, an applicant's total household income must not exceed **200%** 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.

### **New!!! One-time Income Verification**

**Income eligibility will be determined once during a program year considering the household's 30-day income at the time of the initial application. If the household meets the income guidelines, the household will be considered eligible for all qualifying grants for the remainder of the program year. If the person/household seeks additional assistance during the same program year, the applicant will only be required to present a current bill and supporting documentation.**

## Calculating Income

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 or 14 days) 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, if the amount is \$150.50, **enter \$150.50 not \$151.00**. To determine the accurate 30-day income to be entered into DBA FACSPRO, the calculations are as follows:

**Weekly:**  $((\text{amount1} + \text{amount2} + \text{amount 3} + \text{amount4}) / 4) * 4.33$

**Bi-Weekly:**  $((\text{amount1} + \text{amount2}) / 2) * 2.165$

**Semi-Monthly** (amount1 + amount2)

**Monthly** (monthly income x 12)

## CONTRIBUTION/INCOME EXCLUSIONS

### Contributions from Nonprofit Organizations

Contributions/donations from non-profits should not be included as income unless the funds are given directly to the customer. Funds paid directly to the vendor on the behalf of the customer should not be counted as income.

### COVID-19 Stimulus Check

**One-time COVID-19 Stimulus checks should not be included as income.**

### 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 from Minors

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 household 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.

### Disaster Relief

**Income from disaster relief assistance, such as FEMA, should not be included as income.**

## **New!!! UNALLOWABLE CHARGE DEDUCTIONS**

To alleviate hardships and streamline service delivery, CAAs may deduct unallowable fees from the customer's/household's maximum benefit.

It is the responsibility of the agency to determine if the benefit will alleviate the household's emergency. If the customer's benefit will not alleviate their emergency or meet the household's immediate need, the customer will be required to pay the necessary amount or CSBG service cannot be provided.

## **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 are 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.

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.

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 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 <https://www.ssa.gov/ssi/text-understanding-ssi.htm>.

### **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** 2019 (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 childcare, use the "gross" income. An individual must provide **entire** 2019 (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 the applicant is receiving funds from someone other than a household member to pay their bills, determine the monetary amounts, calculate those amounts and enter the average monthly income total into DBA as “Contributions” or “Miscellaneous Income”. Items that *could* be captured on the Declaration of Zero Income form include: child support (contributions from a parent that is not 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 food, shelter or utility 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 enough 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 monthly 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 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.

**Note: There is no prohibition against an eligible entity providing CSBG-funded services/benefits to members of its tripartite board, its staff or members of their families who apply for those services/benefits, provided that:**

(1) the applicant meets all applicable eligibility criteria for the services/benefits; (2) the applicant does not receive preferential treatment in receiving the services/benefits due to his or her connection with the eligible entity; and (3) the services/ benefits are provided on terms similar to those provided to individuals who are not so connected to the entity.

Neither the applicant nor a member of his/her family should make the determination of whether the applicant is eligible for the CSBG-funded services/benefits.

See [https://www.cplaw.org/resources/Publication Documents/CAPLAW\\_ClientEligibility\\_Sept2013.pdf](https://www.cplaw.org/resources/Publication Documents/CAPLAW_ClientEligibility_Sept2013.pdf) for more information.

**The Executive Director must approve all agency employee, board member and employees of other CAA’s applications for assistance by signing and dating the application BEFORE payment is rendered.**

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 or bill 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/dmvppublic/trans/AddrChange.aspx>. If the online process cannot be accomplished, the customer is responsible for providing the current driver’s license/ID.

## CSBG PROGRAM REPORTING



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.

### **Serving Undocumented Immigrants**

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).

### **Frequency of CSBG Services**

The frequency of CSBG services is determined by the eligible entity (CAA) 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 (CAA) 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.

The voucher/check or other form of payment used for 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.

### **Logic Model Targeting & Projections**

A logic model (also known as a logical framework, theory of change, or program matrix) is a tool used by funders, managers, and evaluators of programs to evaluate the effectiveness of a program. They can also be used during planning and implementation.

The GPRA legislation (Government Performance and Results Act of 1993/ Modernization Act of 2010) refers to **“performance plans”** and **“performance goals,”** which both relate to the concept of planning for specific results. This references two kinds of targets: the number of people who are expected to be served and the number of people (of those served) who are expected to achieve an outcome. These targets are identified in planning, so they can be assessed in the evaluation phase.

To improve program targeting, OEO allows agencies the flexibility to adjust program projections as the state receives updated notices of funding. Subgrantees will have a maximum of ten (10) business days following South Carolina's notice of CSBG Awards to update services and/or projections on the ROMA logic model. Logic models and targets cannot be altered after the state's final award has been received for the program year. Instead, 20% variances below or exceeding the targeted projections should be explained in the annual report (*Ex. Anticipated funding was reduced, therefore, participant enrollment was limited*). Completed logic models (column 5, Actual Results) are due to OEO no later than January 15, 2021.

### **CSBG ROMA Outcome Measures Report**

The CSBG ROMA Outcome Measures Report is due to OEO quarterly on the 15<sup>th</sup> day following each quarter, for the first through third quarters. Each agency's Annual Report submission (due to OEO no later than February 15<sup>th</sup>) will serve as the agency's 4<sup>th</sup> quarter report. All

reports must be submitted in a timely manner; timeliness will be reported on risk assessments.

***Certified ROMA Trainer/Implementer Tracking Report***

To comply with the requirements for ROMA Certified Trainers/Implementers, OEO will monitor each ROMA Trainer/Implementer to ensure the accomplishment of applied training hours. The tracking report will be due to OEO quarterly on the 15<sup>th</sup> day following each quarter. All reports must be submitted in a timely manner; timeliness will be reported on risk assessments.

Each Nationally Certified ROMA Trainer (NCRT) is required to conduct at least one full Introduction to ROMA training each year (this applies to every year that you are an active NCRT), and provide a report of your training activities to the national office (via [http://www.roma-nptp.org/training\\_info.html](http://www.roma-nptp.org/training_info.html)).

To assure on-going competence as a ROMA Professional, National Peer to Peer Training (NPTP) requires NCRTs attend the In-service Continuing Education Program (ICEP) at least once in each recertification period.

If you have been certified as an Implementer during this period (making you dually certified), or if you became a Master Trainer during this period, you can use this certification in place of either of these two aforementioned items. Make a note in the appropriate text box.

Note: Even if you use this option, you are to provide a plan for provision of at least one Intro to ROMA training in each of the upcoming three years. **WITHOUT RECERTIFICATION, NCRTS WILL BECOME INACTIVE.**

***Board Meeting Minutes***

To assure board compliance (as outlined in South Carolina’s 2020 CSBG State Plan), eligible entities and the State Association will provide the OEO, **via DBA’s Board Pro**, a current board of director’s roster and completed and signed board composition forms. Changes in composition are to be reported to the OEO within thirty (30) days of the change. Additionally, Subgrantees will upload minutes to Board Pro for each board meeting no later than thirty (30) days following the approval of the minutes in DBA.

***Organizational Standards***

To ensure the consistent achievement of the 58 Organizational Standards as required by OCS, OEO requires each CSBG eligible entity (CAA) to upload and maintain all standards in DBA for OEO approval. **Standards must be achieved according to the Calendar of Required Actions, no later than December 31<sup>st</sup> each program year.**

**UPDATED: 2020 FEDERAL POVERTY INCOME GUIDELINES  
USE FOR CSBG SERVICES COMPUTED AT 200% OF POVERTY GUIDELINES**

FAMILY SIZE	200% MONTHLY POVERTY GUIDELINE	200% ANNUAL POVERTY GUIDELINE
1	\$2,126.67	\$25,520.00
2	\$2,873.33	\$34,480.00
3	\$3,620.00	\$43,440.00
4	\$4,366.67	\$52,400.00
5	\$5,113.33	\$61,360.00
6	\$5,860.00	\$70,320.00
7	\$6,606.67	\$79,280.00
8	\$7,353.33	\$88,240.00
For each additional person, add	\$746.67	\$8,960.00

The CARES Act authorizes states to revise the income limit for eligibility ceiling from 125 to 200 percent of the federal poverty level for CSBG services furnished during fiscal years 2020 and 2021.

**South Carolina’s updated CSBG Federal Poverty Income Guidelines were effective on April 20, 2020.**

## GEAP (General Emergency Assistance Program)



Each eligible entity (CAA) 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. **Not more than one GEAP service should be provided to a household within a 30-day period.** 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 2020 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.

Section 678F(a)(1) of the CSBG Act (Limitations on use of funds) does not allow the State or any other person with which the State decides, to use CSBG funds for the purchase, construction, or permanent improvement (other than low-cost residential weatherization or other energy-related home repairs) of any building or facility.

### **GEAP Allowable and Unallowable Charges**

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

- Rental Deposits
- **Mortgage Assistance (equivalent to one-month)**
- Emergencies approved by OEO

### **GEAP Allowable and Unallowable Charges (Continued)**

- Late Fees
- Court Costs
- Lot Rent

- Mandatory and/or regulated fees required for service
- **Water**
- **Sewer**

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

- Meter tampering charges, security systems, returned check fees or any other illegal charges.

### **EXAMPLES OF GEAP EMERGENCIES**

**NOTE: This list is not inclusive of all allowable emergencies**

- Eviction/Eviction Notice/Notice from Landlord
- Emergency Temporary Shelter
- Emergency Medical Services
- 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)
- Reduction of Income (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 persons* (proof required) within 30 days of application (official receipt required). Repair amount must be comparable to amount needed.
- **Undocumented Immigrant(s) in need of heating/cooling assistance may be served with GEAP funds.**

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).

### ***New!!!* CSBG MORTGAGE ASSISTANCE**

CSBG funds may be utilized to provide mortgage assistance including taxes, insurance and interest effective April 22, 2020. It is up to the agency to determine the maximum amount for mortgage assistance.

Proof of emergency and proper documentation is required. The applicant must reside at the address stated on the mortgage bill/title/deed; however, when the mortgage bill/title/deed 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.

Mortgages paid utilizing the agency's standard CSBG allocation is limited to a one-month mortgage assistance payment during the program year, not to exceed the agency's determined maximum for mortgage assistance.

#### ***GEAP Customer 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 2020 unless the total allocations for **LIHEAP and Project Share** funds have been exhausted for the program year,

by county or the household includes an undocumented immigrant facing a home heating/cooling emergency. This must be proven during monitoring or funds will have to be reimbursed.

***New!!!*** It is OEO's intent to offer customers the greatest benefit to eliminate their immediate emergency. Therefore, there are no restrictions on how far back an agency can pay towards the customer's debt, regardless of when the debt was accrued, if expenses are allowable and in accordance with the grant/approved program.

***Example:*** When serving a customer with a 2020 bill, allowable charges accrued at anytime in 2019 or prior, may be paid up to the maximum dollar amount.

#### ***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, DBA Action Plan screenshot, unallowable cost calculations, vouchers, check numbers and all other pertinent information/documents.

**REFERRALS:** Evidence of referrals, as outlined in the approved Community Action 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 676 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.

## ***Participant 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 PROGRAM (YLP)**



In PY 2020, 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.

To reduce staffing costs, YLP staff, excluding full-time agency staff, may be obtained on a contractual basis.

**Note:** Agency must refer to the OEO Fiscal Guidance and Procedural Manual prior to contracting for professional consultant services.

## ***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 program year (January 1 – December 31) 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.
- Document that each eligible student qualifies by verifying the 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.

**Note: All students enrolled in the YLP, regardless of age, must have parental consent.**

- 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:

5. Identify eligibility criteria;
6. Define who’s eligible;
7. Explain how you arrived at the stipend figure; and
8. 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);
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.

### ***New!!! Technology Initiative for Youth***

In a 2018 Center survey conducted by the PEW Research Center, about one-in-five teens ages 13 to 17 said they are often or sometimes unable to complete homework assignments because they do not have reliable access to a computer or internet connection (<https://www.pewresearch.org/fact-tank/2018/10/26/nearly-one-in-five-teens-cant-always-finish-their-homework-because-of-the-digital-divide/>).

To combat the digital divide and allow low-income children access to internet and technology to better compete with their counterparts, agencies may provide laptops and monthly internet service to active Youth Leadership Participants.

Proper documentation, to include procurement, receipts, internet contracts/bills, etc. must be in the student’s file.

### ***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 – December 31. All unexpended YLP funds and State CAP Association funds must be remitted to OEO at the close out of the grant period (by February 15<sup>th</sup> along with the final FSR).

# *GEAP Checklist*

DBA APPLICATION	YES	NO
ACTION PLAN COMPLETED	YES	NO
CURRENT LEASE AGREEMENT (Emergency Rental Assistance)	YES	NO
FOLLOW-UP COMPLETED (If Applicable)	YES	NO
TOTAL HOUSEHOLD INCOME DOCUMENTATION (Weekly/Bi-Weekly/Semi-monthly/Monthly)	YES	NO
LEGIBLE PICTURE 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/MORTGAGE STATEMENT	YES	NO
VOUCHER / CHECK NUMBER	YES	NO
REFERRAL FORM (If Applicable)	YES	NO

COMPLETED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

REVIEWED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

# *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 PICTURE ID	YES	NO
VOUCHER/ CHECK NUMBER	YES	NO
REFERRAL FORM (If Applicable)	YES	NO

COMPLETED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

REVIEWED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

# *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 PICTURE 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 PROGRAM YEAR)	YES	NO
VOUCHER / CHECK NUMBER	YES	NO
REFERRAL FORM (IF APPLICABLE)	YES	NO
<b>TIMESHEETS (IF APPLICABLE)</b>	YES	NO
<b>GRADES (IF APPLICABLE)</b>	YES	NO

COMPLETED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

REVIEWED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

Quarterly CSBG ROMA Outcome Measures Report

<b>CSBG ROMA OUTCOME MEASURES REPORT</b>			
			Circle the Quarterly Reporting Period
1	2	3	<input checked="" type="checkbox"/>

Agency reporting: \_\_\_\_\_

**Instructions: Report year-to-date achievements toward annual projections by program.**

*National Goal 1: Individuals and families with low incomes are stable and achieve economic security.*

*National Goal 2: Communities where people with low incomes live are healthy and offer economic opportunity.*

*National Goal 3: People with low incomes are engaged and active in building opportunities in communities.*

Program Name (GEIP, YIP, ECP, DA, etc.)	National Performance Indicator (NPI)	Service Domain	Initiative Level (Individual, Family, Community)	Annual Target (#) (Target enrollment for the PY. Reference approved logic model.)	Projected Achievement (#) (Expected results for the PY. Reference approved logic model.)	Achieved (#) (Number achieved.)	Enrolled (#) (Number enrolled but still progressing toward outcome.)
Employment	ENPI 1b. The number of adults who obtained employment (up to a living wage).	Employment	Individual	5	3	1	2



# 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)). According to the LIHEAP Act of 1981, the term “household” means any individual or group of individuals who are living together as one economic unit for whom residential energy is customarily purchased in common or who make undesignated payments for energy in the form of rent.

**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.

**2020 LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM CFDA 93.568  
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## PROGRAM OVERVIEW



In its 1994 reauthorization of the LIHEAP program (Public Law 103-252, signed May 18, 1994), Congress put additional emphasis on awarding benefits to those who needed them most by defining the purpose of LIHEAP as, in part, to "provide assistance to low-income households in meeting their home energy costs, particularly those with the lowest incomes that pay a high proportion of household income for home energy."

Further, Section 2605(b)(5) was changed and now requires States to "provide, in a timely manner, that the highest level of assistance will be furnished to those households which have the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size," (emphasis added).

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.

### ***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 Community Action Plan and Application Budget by OEO. Eligible entities (CAAs) must adhere to grant agreements/contracts; enforce vendor agreements; and maintain proper record keeping and accounting.

## LIHEAP PLANNING & REPORTING



LIHEAP and Project Share Financial Status Reports (FSRs), **Household Reports and/or Assurance 16 Program Status Reports** are due to the Office of Economic Opportunity (OEO) on the 15<sup>th</sup> of the month following the reporting month. All reports must be submitted in a timely manner; timeliness will be reported on risk assessments. **Note: Quarterly LIHEAP Program Status Reports (PSRs) are no longer required.**

### ***LIHEAP Program Year Closeout***

The LIHEAP Program should be closed out no later than February 15<sup>th</sup> (date subject to change). **Note: The LIHEAP Annual Household Pre and Final Closeout Reports are no longer required.**

### ***Logic Model Targeting & Projections***

A logic model (also known as a logical framework, theory of change, or program matrix) is a tool used by funders, managers, and evaluators of programs to evaluate the effectiveness of a program. They can also be used during planning and implementation. managers, and evaluators of programs to evaluate the effectiveness of a program. They can also be used during planning and implementation.

The GPRA legislation (Government Performance and Results Act of 1993/ Modernization Act of 2010) refers to "**performance plans**" and "**performance goals**," which both relate to the concept of planning for specific results. This references two kinds of targets: the number of people who are expected to be served and the number of people (of those served) who are expected to achieve an outcome. These targets are identified in planning, so they can be assessed in the evaluation phase.

To improve program targeting, OEO allows agencies the

flexibility to adjust program projections as the state receives updated notices of funding. Subgrantees will have a maximum of ten (10) business days following South Carolina's notice of LIHEAP Awards to update services and/or projections on the ROMA logic model. Logic models and targets cannot be altered after the state's final award has been received for the program year. Instead, 20% variances below or exceeding the targeted projections should be explained in the annual report (*Ex. Anticipated funding was reduced, therefore, participant enrollment was limited*). Completed logic models (column 5, Actual Results) are due to OEO no later than January 15, 2020.

### ***South Carolina's LIHEAP Program Goals***

The goals for LIHEAP are:

- 1) Expand outreach to previously unserved households;
- 2) Target energy assistance to eligible households with the highest energy needs and lowest incomes;
- 3) Increase efficiency of energy usage by applicant households; and
- 4) Identify resources to broaden the reach of LIHEAP funds.

## **LIHEAP PROGRAM OPERATION**



South Carolina's LIHEAP operates on a calendar year (January 1 – December 31), and provides eligible households benefits in the following categories:

**Heating** - January 1 – April 30

**Cooling** - May 1 – September 30

**Heating** - October 1 – December 31

**Year-Round Crisis (ECIP)** - January 1 - December 31

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

## **INCOME ELIGIBILITY REQUIREMENTS**

Application must be made in the designated service area. The Federal Poverty Guidelines must be used as the primary criterion in determining income eligibility. To receive assistance under LIHEAP, an applicant's total household income must not exceed 150% of the poverty level. **The term "household" is defined by the LIHEAP Act of 1981 as any individual or group of individuals who are living together as one economic unit for whom residential energy is customarily purchased in common or who make undesignated payments for energy in the form of rent".** 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.

### ***New!!! One-time Income Verification***

Income eligibility will be determined once during a program year considering the household's 30-day income at the time of the initial application. If the household meets the income guidelines, the household will be considered eligible for all qualifying grants for the remainder of the program year. If the person/household seeks additional assistance during the same program year, the applicant will only be required to present a current bill and supporting documentation.

Once minimum income eligibility criteria are 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, children age 5 or younger and households with incomes at or below 100% of the FPL.

### ***Calculating Income***

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.

## 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 or 14 days) 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, if the amount is \$150.50, **enter \$150.50 not \$151.00**. To determine the accurate 30-day income to be entered into DBA FACSPRO, the calculations are as follows:

- **Weekly:**  $((\text{amount1} + \text{amount2} + \text{amount3} + \text{amount4}) / 4) * 4.33$
- **Bi-Weekly:**  $((\text{amount1} + \text{amount2}) / 2) * 2.165$
- **Semi-Monthly** (amount1 + amount2)
- **Monthly** (monthly income x 12)

## 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.

## 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 are 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.

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 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 <https://www.ssa.gov/ssi/text-understanding-ssi.htm>.

## 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** 2018 (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 childcare, **use the "gross" income**. An individual must provide **entire** 2018 (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 the applicant is receiving funds from someone other than a household member to pay their bills, determine the monetary amounts, calculate those amounts and enter the average monthly income total into DBA as "contributions" or "miscellaneous". 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 food, shelter or utility 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 enough 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** monthly 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.

## **CONTRIBUTION/INCOME EXCLUSIONS**

### *Contributions from Nonprofit Organizations*

Contributions/donations from non-profits should not be included as income unless the funds are given directly to the customer. Funds paid directly to the vendor on the behalf of the customer should not be counted as income.

### **COVID-19 Stimulus Check**

**One-time COVID-19 Stimulus checks should not be included as income.**

### *Income Tax Refunds*

**Tax Refunds** should not be included as income (refer to US HHS IM 119).

### *Income from Minors*

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 household 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.

## **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.

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 military/veteran status when applicable, proof of disability status when applicable, current energy bill, income screens, unallowable cost calculations, vouchers, check numbers, energy burden calculations for DA, proof of emergency for ECIP, and all other pertinent information/documents.

**The Executive Director must approve all agency employee, board member and employees of other CAA's applications for assistance by signing and dating the application BEFORE payment is rendered.**

Agency staff should not prepare applications for their family member(s).

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.

If an elderly applicant (age 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.

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

### ***Proof of U.S. Citizenship/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.

### ***Proof of Active Military or Veteran Status***

#### Veteran's Administration

- Veteran Identification Card (VIC)
- Veteran Health Identification Card (VHIC)
- Veteran Income with status stated
- Veteran retirement or disability income

#### Department of Defense

- Common Access Card
- Uniformed Services Identification Card
- State Driver's License and ID with veteran's designation
- State vehicle registration with veteran's designation
- DD214 form or DD256 certificate with honorable discharge or less than honorable

Note: Dishonorably discharged veterans are not eligible for the additional Veteran Direct Assistance benefit.

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/dmvpvpublic/trans/AddrChange.aspx>. If the online process cannot be accomplished, the customer is responsible for providing the current driver's license/ID.

### *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. **Not more than one LIHEAP service, to include Project Share, may be provided within 30-days.**

### *Vendor Agreements*

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.

- 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.
- **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.**

- Subgrantees should submit a 1099 IRS Form to record vendor payments more than \$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) Propane, fuel oil, coal 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.

**If the customer has either a zero balance (the total amount due is \$0) or credit (more than \$5) on their account, LIHEAP assistance cannot be provided.**

**GEAP funds cannot be used to pay utility bills in 2020 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.

The voucher/check used for 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.

## **LIHEAP ALLOWABLE AND UNALLOWABLE CHARGES**

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

- Electric/Fuel deposits
- **Fuel Tank Installations**
- Late fees
- Mandatory Roundup fees
- Regulated Renewable Energy Charge
- HAZMAT fees
- Delivery charges/**Expedited Delivery Charges**
- Franchise Fees
- **Natural Gas Charges regardless of season**
- 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, **maintenance fees**, security systems and returned check fees.
- **LIHEAP funds may not be used to pay Duke customer deposits or any vendor unwilling to credit LIHEAP funds to cooling and heating costs, only.**

### **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 can pay round-up fees.**

If LIHEAP funds are used by vendors in ways that are different than what is described in the LIHEAP Statute and State Plan, this may constitute an improper use of funds. (Reference LIHEAP IM 2010-13 Use of LIHEAP Funds Coordinated with Vendor Assistance Programs).

## **New!!! UNALLOWABLE CHARGE DEDUCTIONS**

To alleviate hardships and streamline service delivery, CAAs may deduct unallowable fees from the customer's/household's maximum benefit.

It is the responsibility of the agency to determine if the benefit will alleviate the household's emergency. If the customer's benefit will not restore/maintain the household's energy, the customer will be required to pay the necessary amount or LIHEAP service cannot be provided.

### **Deferred Payment Plan (DPP)**

A Deferred Payment Plan (DPP) is a formal arrangement with the utility vendor and the customer, allowing the customer to pay an outstanding bill in installments. While outstanding debt is paid in installments, the customer will still accrue current utility charges. Therefore, the

customer is responsible for paying old and current debt until the outstanding debt is eliminated.

**To assist a LIHEAP customer with an emergency DPP**, the agency must have detailed itemized bills for each month to determine that all charges included in the DPP are allowable and/or occurred during the current program year. Without detailed bills the agency can only pay current allowable energy charges, and the customer will be responsible for the remainder of the bill or to provide an agreement between the customer and vendor to satisfy the balance (proof required). The customer *must* satisfy their portion of the bill prior to the agency's commitment.

**To assist a LIHEAP customer with a Nonemergency DPP**, carryout the necessary application award process for a DA benefit.

### ***Equalized Payment Plan (EPP)***

The EPP allows customers to pay their household energy usage in 11 equal payments and settle in the 12th month. To calculate customers monthly payment, the energy vendor calculates the customer's total energy charges from the previous year and divides that by 11 to give the customer a more predictable bill.

At the end of the 12-month period, the total amount of energy used and paid for is assessed. Any over- or under-charge is included in the customer's 12th month bill and a new monthly payment is calculated. If the customer paid more electricity than they used over the first 11 months, the vendor will credit the customer's account for the difference in the 12th settle-up month. If more electricity was used than paid for, the customer will be billed for the difference.

Eligible customers may qualify for either nonemergency (DA) or emergency (ECIP) LIHEAP service. **IF the vendor provides the customer a cash reimbursement for overpayment in the 12<sup>th</sup> month instead of crediting the customer's account, the agency may only provide the customer an ECIP service, paying only the actual energy used each month.**

**To assist a LIHEAP customer with an emergency EPP**, the agency must have detailed itemized bills for each month. The customer *must* satisfy their portion of the bill prior to the agency's commitment.

**To assist a LIHEAP customer with a Nonemergency EPP**, carryout the necessary application award process for a DA benefit.

### ***Automatic Draft Bank Accounts***

Customers that have elected to have their utility charges automatically drafted from their personal account will not be reimbursed. Additionally, OEO recommends agencies not suggest customers stop automatic drafts, as utility payments are the responsibility of the customer and LIHEAP is a needs-based grant. Instead, offer energy counseling or assistance with budgeting.

## 2020 LIHEAP FEDERAL POVERTY INCOME GUIDELINES

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

FAMILY SIZE	150% MONTHLY POVERTY GUIDELINE	150% ANNUAL POVERTY GUIDELINE
1	\$1,595.00	\$19,140.00
2	\$2,155.00	\$25,860.00
3	\$2,715.00	\$32,580.00
4	\$3,275.00	\$39,300.00
5	\$3,835.00	\$46,020.00
6	\$4,395.00	\$52,740.00
7	\$4,955.00	\$59,460.00
8	\$5,515.00	\$66,180.00
For each additional person, add	\$560.00	\$6,720.00

*Note: Federal Poverty Income Guidelines are in effect as of January 23, 2020. The 2020 HHS poverty guidelines will be updated once published in the Federal Register and can be referenced at <https://aspe.hhs.gov/poverty-guidelines>.*

### 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. **Direct Assistance may be provided if the customer is not in crisis. Note: Arrearages may go beyond the current month and one month past due.**

**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 or deducted from the maximum award benefit. A letter from the vendor will suffice as proof that the merchant will work with the customer on the outstanding amount of unallowable charges.**

If the customer has either a zero balance (the total amount due is \$0) or credit (more than \$5) on their account, LIHEAP assistance **cannot** be provided.

**Maximum heating assistance - \$750**

**Maximum cooling assistance - \$675**

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” 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 19). 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 may not be used to pay Duke customer deposits or any vendor unwilling to credit LIHEAP funds to cooling and heating costs, only.**

### *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 home energy cost (ex. kWh or Therms). To determine the Energy Burden for electric households, multiply total monthly household income by 20% (.20) = PRODUCT.

Because fuel expands, tanks and cylinders are never filled to the maximum size of the tank. Instead, tanks are only filled to about 80 to 85 percent of their capacity. **To determine the Energy Burden for fuel customers, multiply the cost to fill the customer’s tank by 80%.** If the current energy bill is higher than the PRODUCT, then an energy burden has been demonstrated. The current home energy cost should exclude all non-utility and unallowable charges.

*Example:* Total current utility bill is \$300, non-utility charges total \$50 (round-up fees, franchise fees, service charges and non-regulated charges). \$300-\$50 = \$250. The total allowable energy amount is \$250.

If a household receives both electric and gas charges on the same bill, combine the total amount of home energy used (kWh and Therms) to determine the current Energy Burden.

(6) **Fuel** – According to the LIHEAP Performance Measures, fuel is defined as Natural Gas, Fuel Oil/Kerosene or Propane (LPG – liquefied petroleum gas). For an additional benefit, the household must heat with one of the fuels mentioned above. Proof of fuel service must be in the file. **Note: Natural Gas customers are eligible for the Fuel Benefit during the heating season, only.**

Kerosene and propane vendors must verify the tank is attached/connected to the structure. Portable kerosene heaters cannot be provided with kerosene assistance and should not be awarded a fuel benefit.

(7) **Veterans** - Individuals must provide proof of veteran status (refer to page 13). Documentation must be in the customer’s file. Note: Dishonorably discharged veterans are not eligible for the additional Veteran Direct Assistance benefit.

### *Serving Direct Assistance to households with Undocumented Immigrants*

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 Undocumented Immigrants). 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.

$$\text{Total DA Benefit} \div \# \text{ of HH Members} = \text{Prorated Benefit} \\ \text{(including Aliens)}$$

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

Income-eligible applicants with a zero balance on an existing utility account may still have a documented need. Files should contain clear justification for assisting these.

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 daily 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 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.

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) .....\$300***

***Additional benefits if:***

- (1)Elderly.....\$75
- (2)Disabled.....\$50
- (3)Total Household Income is =100% or < the FPL...\$75
- (4)Applicant with children age 5 <.....\$50
- (5)Energy Burden (20% of total HH income).....\$75
- (6)Fuel (*not provided during cooling season*).....\$75
- (7)Veterans.....\$50

*Maximum Heating Assistance.....\$750*

*Maximum Cooling Assistance.....\$675*

### **SLAPP & Electric Cities**

The Selected LIHEAP Assistance Payment Plan (SLAPP) is an incremental payment plan for customer's whose monthly energy bill includes charges that cannot be paid using LIHEAP or Project Share funds (ex. water, sanitation, outside lights, etc.).

The household's total DA benefit will be issued to the customer in increments, covering only the allowable charges for each month until the full benefit is exhausted. **If the balance of a SLAPP is less than \$25, the agency may apply the remaining amount to the customer's final award.**

*Example:*

Customer's DA Award is \$300.

Bill	Energy Charge	Agency Pays	Balance
January	\$125	\$125	\$175
February	\$160	\$175	\$0

*Note: The agency provided the full balance in February because the remaining balance was \$15 (under \$25).*

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.

South Carolina has a statewide agreement with Dominion Energy (former SCE&G), therefore, SLAPP requirements do not apply. Additionally, if vendors agree to apply all LIHEAP funds to the heating and cooling portions of the bill (in writing), incremental payments are 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.

**New!!! 18-Hour Life Threatening Energy Crisis**—an emergency requiring immediate action to prevent the loss or impairment of life/health due to a medical condition if the household's energy service is interrupted.

**New!!! 48-Hour Energy Crisis**— An energy crisis is when a low-income household is facing imminent disconnection and/or needs restoration of their home heating/cooling source. An energy crisis may also be the result of weather or energy-related emergencies.

### **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. According to the South Carolina Office of Regulatory Staff ("ORS") and Public Service Commission of South Carolina ("PSC"), customers have the right to written notice from their electrical utility before electric service is disconnected for nonpayment. Therefore, a final notice/termination notice is not acceptable without the itemized bill.

**New!!!** It is OEO's intent to offer customers the greatest benefit to eliminate a household's immediate emergency. Therefore, there are no restrictions on how far back an agency can pay toward the customer's debt, regardless of when the debt was accrued, if expenses are allowable and in accordance with the grant/approved program. **The agency must still determine if the LIHEAP benefit will eliminate debt and secure the household's energy for 30 days forward.** Detailed bills must be provided for consecutive months to ensure unallowable charges are not

paid. However, Fuel and Nonelectric energy may only be purchased during the heating season.

Example: When serving a customer with a 2020 bill, allowable charges accrued at any time in 2019 or prior, may be paid up to the maximum dollar amount.

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 copy the bill reflecting the original disconnect 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 \$200.00 or there must be an agreement between the client and vendor to satisfy the remaining \$200.00).

**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).

If the customer has either a zero balance (the total amount due is \$0) or credit (more than \$5) on their account, a crisis LIHEAP service **may not** be provided.

### **Updated!!! Transfer Accounts**

Allowable transfer amounts from a previous address may be paid if the customer can provide documentation that he/she lived at the former address along with an itemized bill(s), regardless of a lapse in service. **The agency must still determine if the LIHEAP benefit will eliminate debt and secure the household's energy for 30 days forward.**

### **Updated!!! Closed Accounts & Outstanding Debt**

If a client has a closed account, **the agency must determine if the LIHEAP award will secure a deposit and restore the household's heating/cooling energy for 30 days forward before an award can be provided.** There are no restrictions on how far back an agency can pay toward the customer's debt, regardless of when the debt was accrued

### **Emergency Services for Nonelectric/Fuel Vendors**

**Non-electric energy/fuel may only be purchased during the heating season.** 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.

### **Serving ECIP to households with Undocumented Immigrants**

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). Determine the household's allowable charges according to the current and past due bill(s). After the household's maximum allowable charges have been determined, apply the prorated calculation to determine the benefit per person. Only apply the prorated benefit amount to each eligible household member.

$$\text{Total Allowable Charges} \div \# \text{ of HH Members} = \text{Prorated Benefit} \\ \text{(including Aliens)}$$

eliminate the household's utility crisis. **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).

### **New!!! PREPAID ACCOUNTS**

Prepaid customers may be eligible to receive a LIHEAP crisis award (ECIP) to restore service or to secure the household for 30-days forward. A past due amount (varies by vendor) and the amount to secure the household for 30-days forward may be provided up to the \$1,000 ECIP maximum.

The customer's file must include a daily usage rate/charge to justify the award. It will be the responsibility of the agency to calculate the daily usage rate/charge by 30-days to determine the ECIP award. Other support documentation may include the customer's account

history and account balance.

## 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.**

- **New!!! Suspended Disconnects/Final Notices -**  
Due to the suspension of final/disconnect notices, OEO will consider bills with arrearages that exceed two (2) months an emergency.

- **Direct Assistance funds may be used to pay for emergency services for elderly and/or disabled households, only,** if the DA benefit will provide a larger financial benefit when compared to the allowable ECIP benefit.

- **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.

- **Updated!!! Extreme weather-related temperature at the time of application** (below 50° during heating season and above 90° during cooling season. Heat index or wind chill may be considered.) **Documentation of the temperature at the time of application with a final notice must be used as proof of the customer's emergency.**

- **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 month's energy charge to the current 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.

- **Updated!!! Income-ratio-to-bill** for very low fixed income households (**less than 100% 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 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.

## EMERGENCY WINDOW UNITS

**Maximum Cost - \$700/unit or \$1,400 for purchase and installation of two (2) units per household.**

Emergency window units may be provided up to the allowable maximum of \$700 per unit. A window unit may be purchased and installed as an emergency service to ensure the safety of members in eligible households during extreme weather.

The agency is to coordinate the proper procurement, installation and client education on the usage of the unit. Client education should include the overview of product warranties, changing filters, usage of proper electrical outlets and winter storage. Agencies can coordinate with a 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.

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

## Updated!!! EMERGENCY INTERVENTION SERVICES

**IMPORTANT:** Section 2604(c)(1)(2) of the LIHEAP Statute requires not later than 48 hours after a household applies for energy crisis benefits, the eligible entity (CAA) provide some form of assistance that will resolve the energy crisis if such household is qualified to receive such benefits. Not later than 18- or 48-hours after a household applies for Crisis benefits, the eligible entity (CAA) must provide some form of assistance that will resolve the energy crisis if such household is deemed eligible to receive LIHEAP benefits and is in a life-threatening situation.

**LIHEAP ECIP funds may be used to provide temporary shelter or approved heaters/fans as an emergency intervention when a LIHEAP service cannot be provided within 18 or 48 hours for eligible households.**

**DBA Instructions:** Select the “Emergency Intervention Service” program to provide a heater (one OEO permitted heater at a max. \$250), fan (one fan at a max. \$100) OR temporary shelter (at a max. of \$1,000). (For more information contact your agency’s System



Administrator or the DBA Help Desk).

## Updated!!! EMERGENCY HEATERS

A maximum of two (2) Heat Surge, Infrared Quartz Heater or comparable units may be purchased during the program year for a household reporting no source/safe source of heat in the home (maximum purchase price is **\$250 per unit, not to exceed \$500 per household.**) **The need must be justified.** To justify the purchase of more than one unit, the household must include more than one person (since the unit is portable). The BTU Output should be approximately 4,500 - 5,000, have adjustable heat 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.

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

## BLANKET/TROW DISTRIBUTION



Agencies may provide elderly income-eligible customers blankets or lap throws during the heating season only, in addition to a DA/ECIP service. Eligibility guidelines should be outlined in a logic model approved by OEO to include requiring the customer’s signature in receipt of the blanket/throw. A separate

program MUST be established in DBA FACSPRO to track this service and expense.

**Maximum Cost - \$25 per blanket/throw up to \$100 per household.**

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.**

## HVAC ASSESSMENTS

*(Weatherization Subgrantees only)*

HVAC assessment fees are allowable as a preliminary service when qualifying households request HVAC services, **utilizing LWAP funds**. All HVAC assessments should be coordinated with the eligible entity's Weatherization department or contracted with an outside vendor. **\$150 Maximum Cost.**

## CHIMNEY SWEEP

Chimney sweep service(s) is an allowable emergency (ECIP) health and safety measure using LIHEAP funds.

**Maximum Cost - \$400/flue or up to \$800 for inspection and sweep of up to two (2) chimneys per household.**

## LIHEAP WEATHERIZATION (LWAP)

Up to fifteen percent (15%) of LIHEAP funds will be allocated to the 2019 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, except for 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. **There is NO stipulation when referring LIHEAP and Weatherization customers between programs. Weatherization may refer customers to LIHEAP and vice versa.**

## LIHEAP OUTREACH ACTIVITIES

Outreach is an important aspect of administering LIHEAP, both at the state and local level. Section 2605(b)(3) of the LIHEAP statutes allows grantees/subgrantees to conduct outreach activities designed to assure eligible households are made aware of LIHEAP assistance. Effective outreach means the most vulnerable households, or those the state has prioritized such as elderly or disabled, are made aware of LIHEAP. Effective outreach can also streamline the process.

LIHEAP Outreach Activities include:

- Written LIHEAP materials such as flyers, poster, bilingual materials, brochures, etc.
- Media announcements. Publish LIHEAP articles in local newspapers or broadcast targeted LIHEAP media announcements.
- Interpretation services. Toll-free phone lines and/or special assistance with language translation and interpretation services for deaf and blind LIHEAP applicants.
- Targeted outreach. Mail early applications to the elderly and disabled. Canvas neighborhoods. Conduct outreach to recipients of similar public assistance programs.
- Reference:  
<https://liheapch.acf.hhs.gov/tables/outreach.htm>.

**NOTE: LIHEAP Outreach Activities may only be used to promote LIHEAP.** Advertisement and outreach **may not** include other agency programs or promotion of the agency. Collective advertisement and outreach will require shared costs between grants/programs. **OEO must approve each agency's LIHEAP Outreach Activities and budget prior to service delivery.**

## PROJECT SHARE (PS)

To extend the scope of LIHEAP, if a household's utility vendor participates in Project Share, funds designated to that county may be expended to provide additional energy assistance.

### *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 DBA FACSPRO and reported monthly on a separate Household report for each vendor.

**Project Share Exclusions**

Project Share funds may not be used to purchase/install HVACs, window units, heat pumps, air conditioners, heaters, etc. Funds may not be used for repairs or

administrative costs, unless instructed by the utility vendor.

CRITERIA:	Dominion Energy South Carolina (former SCE&G)	Duke Energy - Fan Relief Program	Duke Energy Progress Energy Neighbor Fund	Piedmont Natural Gas "Share the Warmth"
Except for *Duke Energy Fan customers, eligible households may receive Project Share assistance using LIHEAP rules. <b>A household may be assisted with Project Share funds once during the program year.</b> Agencies are encouraged to use Project Share Funds when possible to expand the outreach of LIHEAP funds. <b>LIHEAP Rules: Maximum level household assistance: ECIP \$1,000 and Direct Assistance \$750.</b>	LIHEAP & additional Dominion Energy Rules	LIHEAP eligibility rules, age 60+, serve once \$50 limit	LIHEAP Eligibility Rules	LIHEAP eligibility rules Heating only
The household must be the energy provider's residential customer. 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.	√	√	√	√
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 deposits, reconnection fees, late fees, membership/franchise fees if required to establish service, if the applicant household can present proof that s/he is either a natural gas or electric customer.	Electricity Natural Gas	Electricity Natural Gas	Electricity Natural Gas	Natural Gas
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.	Administrative caps for operational costs are outlined in the grant agreement. Funds may not be used for salaries.	√	√	√
Funds cannot be used for repairs or purchase of a home heating or cooling device.	No	No	No	No
Funds cannot be used for purchase of fans, air conditioners or heating device.	No	Purchase of fans, only, not to exceed \$50.	No	No
Funds should be expended from balances-on-hand for each county.	Households must be a current customer of the vendor.			
Monthly reporting shall be on OEO Project Share FSR. 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.	√	√	√	√

## DOMINION ENERGY (former SCE&G) PROJECT SHARE FUNDS

- Qualifying households may use Dominion Energy's (SCE&G) Project Share funds to pay outstanding utility bills or deposits, not to exceed \$1,000.
- Dominion's (SCE&G) Project Share funds will continue to follow LIHEAP rules to include allowable charges as defined by OEO, except for Tier Two.
- An agency may use Dominion's (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. Dominion's (SCE&G) Project Share funds may be used to satisfy outstanding allowable balances in conjunction with a Dominion (SCE&G) customer's LIHEAP Service. A maximum of two supplemental Dominion (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 Dominion (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; Dominion (SCE&G) Project Share funds may pay \$50; and the customer is responsible for unallowable costs of \$50. Unallowable costs may also be deducted from the customer's total benefit.
2. LIHEAP eligible customers with a documented need may receive a one-time Dominion Energy (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 Dominion (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 Energy Project Share Fan Relief Fund



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.

- 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. A fan purchased through Duke's Project Share is a gift and is not to be counted as an ECIP or DA LIHEAP service.
- 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.
- Unallowable costs may be deducted from the customer's total benefit.
- **New!!!** An agency may use Duke's Fan Relief fund combined with LIHEAP as a supplemental service or as a standalone service during the Program Year.

### DUKE ENERGY PROGRESS ENERGY NEIGHBOR FUND

Qualifying households may use Duke's Energy Neighbor Project Share fund to pay outstanding utility bills or deposits, not to exceed \$1,000. Duke's Energy Neighbor Project Share fund will continue to follow LIHEAP rules to include allowable charges as defined by OEO. **Maximum level household assistance: ECIP \$1,000 and Direct Assistance \$750.**

- **New!!!** An agency may use Duke's Energy Neighbor Project Share funds combined with LIHEAP as a supplemental service or as a standalone service during the Program Year. Unallowable costs may also be deducted from the customer's total benefit.

## LIHEAP DISASTER RELIEF

**LIHEAP Disaster Relief measures may only be provided upon OEO directive.** The following activities will be considered allowable uses of LIHEAP funds to deal with disaster relief crisis, particularly with respect to assistance for home energy related needs resulting from a hurricane or other natural disaster:

### Allowable uses of LIHEAP funds for disasters

1. Costs to temporarily shelter or house individuals in hotels, apartments or other living situations in which homes have been destroyed or damaged, i.e., placing people in settings to preserve health and safety and to move them away from the crisis (rent and/or mortgage payments are not allowed)
2. Costs for transportation to move individuals away from the crisis area to shelters, when health and safety is endangered by loss of access to heating or cooling (based on season)
3. Utility reconnection costs
4. Repair or replacement costs for furnaces/air conditioners (based on season)
5. Coats and blankets, as tangible benefits to keep individuals warm (heating season only)
6. Crisis payments for utilities and utility deposits

### Unallowable uses of LIHEAP funds for disasters

1. Payments for water/sewage and other non-energy-related costs

2. Mortgage or rent assistance
3. Utility assistance for households housing displaced victims UNLESS the household is already low income and qualifies for LIHEAP assistance
4. Ramps and wheelchairs
5. School uniforms and school supplies
6. Clothing (except for coats)
7. Mattresses, cots, air beds and pillows

**Income Eligibility Requirement:** The LIHEAP statute does not authorize waiving income eligibility guidelines (150% of the FPL or below); therefore, income eligibility must be verified before services may be provided. However, the LIHEAP statute permits LIHEAP grantees (OEO) the flexibility to provide services to households with at least one member who receives assistance under the TANF, SSI, and Food Stamp programs. Any consideration of eligibility that deviates from South Carolina's approved LIHEAP State Plan **must** be approved by OEO prior to the delivery of service.

**Disaster Relief Application Processing Requirements:** The LIHEAP statute authorizes the use of LIHEAP funds for "energy crisis intervention". The 48 and 18-hour time frames do not apply when a grantee is affected by a natural disaster.

## **Updated!!! LIHEAP APPEALS & FAIR HEARING**

Section 2605(b) (13) of the LIHEAP statute (42 U.S.C. § 8624(b) (13)) requires that each applicant be given an opportunity to have a fair administrative hearing if he/she is denied assistance or if his/her application is not acted upon with reasonable promptness. **Each CAA must post South Carolina Office of Economic Opportunity's standardized statewide Appeal and Fair Hearing procedures in a visible location in each office, outlining the three levels of appeal.**

### **Levels of Appeal**

- Applicants should first file a written appeal with the Community Action Agency in which he/she applied for service(s), requesting a formal hearing within 30 calendar days of the agency's Notice of Denial of Assistance/Services.
- If the appeal is denied at the Community Action Agency, the applicant may file a written appeal to the Office of Economic Opportunity (OEO) within 20 calendar days of the agency's notification of their

hearing decision. The written appeal shall be submitted to:

Attention: Legal Counsel  
*The South Carolina Department of Administration*  
Office of Economic Opportunity  
1205 Pendleton Street, Suite 366  
Columbia, SC 29201

- If the appeal is further denied by OEO, the applicant may file a written appeal within 20 calendar days of the applicant's receipt of OEO's written hearing decision. The Department of Administration's Chief Legal Counsel will select a Hearings Officer to conduct the hearing within 30 days of receipt of the letter of appeal, utilizing the informal disposition

procedures outlined in S.C. Code §§ 1-23-310 to 1-23-400 of the State Administrative Procedures Act.

The funds or services in question must be obligated (set aside) until a final decision is reached. If the applicant is successful, the funds or services will be provided to the applicant. If the applicant is unsuccessful, funds are to be reverted to Client Assistance and made available to eligible participants.

**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.**

# CARES Act Guidance

## *for CSBG and LIHEAP Eligible Entities*

This section provides guidance to the South Carolina Community Action Network to prepare for the impact of the Coronavirus on program operations.

**The Federal income eligibility** range is based on a household's income. Income guidelines for all **CSBG** programs increased from 125 percent to 200 percent of the federal poverty level (FPL). **LIHEAP** remains at 150 percent of the Federal Poverty Level

### One-time Income Verification

Income eligibility will be determined once during a program year considering the household's 30-day income at the time of the initial application. If the household meets the income guidelines, the household will be considered eligible for all qualifying grants for the remainder of the program year. If the person/household seeks additional assistance during the same program year, the applicant will only be required to present a current bill and supporting documentation.

### **OPTIONAL: Disaster Relief Declaration of Income for Lost Wages due to COVID-19**

For customers who can prove they have recently become unemployed or furloughed due to COVID-19, it may be considered an emergency with sufficient proof. For example, a letter from an employer. For customers who can provide proof of becoming unemployed or furloughed due to COVID-19 the agency should **NOT** consider the customer's past 30-day wages. Instead, utilize the Declaration of Zero Income form considering only the persons reduced wage amount for 30-days forward.

### CARES Act (COVID-19) Stimulus Exclusions

CARES Act stimulus funds, to include the weekly Unemployment Insurance benefit (of \$600), will **not** be counted as income.

Effective May 20, 2020, CARES Act Unemployment Insurance **will not** be counted as income through July 31, 2020. However, traditional unemployment benefits **must**

still be counted as income. It is the responsibility of the agency to request a detailed printout of all unemployment benefits to ensure this income is calculated correctly.

### Unallowable Charge Deductions

To alleviate hardships and streamline service delivery, CAAs may deduct unallowable fees from the customer's/household's maximum benefit.

It is the responsibility of the agency to determine if the benefit will alleviate the household's emergency. If the customer's benefit will not restore/maintain the household's energy, the customer will be required to pay the necessary amount or LIHEAP service cannot be provided.

### Documentation Verification

Due to the pandemic, OEO realizes customers have limited to no access to certain businesses to retrieve documentation for eligibility. Social Security Offices, DMV, and buildings where customers get documentation for verification may be closed or operating with limited hours. OEO encourages the use of other methods of verification. For example: using another current bill to verify the customer's address. Agencies should utilize the Declaration of Zero income form to verify income only when a customer is unable to provide the proper documentation. Notes in DBA should fully detail alternative documents used for verification.

### *Award Letters*

Agencies may utilize 2019 award letters for customers who do not have access to their 2020 SS/SSI Award letters. Please notate in the file why the 2019 SS/SSI Award appears and account for the estimated income utilizing the Declaration of Zero Income form.

### ***SC DMV Extension for Expired IDs***

The SC DMV is “treating all identification cards, non-commercial driver’s licenses, beginner’s permits, commercial driver’s licenses, commercial learner’s permits, and parking placards for people with disabilities with **expiration dates from March 1, 2020 through June 30, 2020, as valid until July 1, 2020.**”

CAAs should place the **SC DMV Expirations Extensions Memorandum** in the customer’s file for applicants with expired IDs/licenses from March 1, 2020 through June 30, 2020. This will be OEO’s only exception unless further guidance is received.

### ***Application Intake Alternatives***

An agency may use alternative methods to process applications such as mail-in applications, utilizing a physical secure drop box, or online applications through a secure site. Regardless of the method utilized, it is the agency’s responsibility to safeguard applicants Personally Identifiable Information (PII). This includes activities performed by CAA employees outside of the agency (ex. telecommuting).

**Important:** It is not safe to send Personally Identifiable Information (such as Social Security numbers, picture ID’s and Income) over text message. **All PII should be encrypted while transmitted over the internet.**

The **online fillable application**, produced by OEO, contains language where the customer provides consent to the agency to access their accounts. A signature on this form will waive any other necessary signatures. The agency is still required to transfer information from the fillable form to DBA and complete the remaining information and characteristics in the statewide database for accurate reporting.

Agencies may use the information on file for previously served customers, confirming that the household’s information is still accurate (address, vendor, account

number, etc.). Note: If the customer has already been served during PY 2020, income does not need to be verified.

If the agency chooses not to utilize this form, the entity is encouraged to create a **Universal Waiver Form** to require only one signature.

## **CSBG COVID-19 INITIATIVES**

COVID-19 CSBG services should provide a benefit directly in response to the COVID-19 pandemic. Agencies will need to create CSBG COVID-19 initiatives and submit a logic model to OEO for approval *before* the agency begins rendering service(s). OEO encourages agencies to perform a Community Needs Assessment to ensure strategies and services are based on locally defined needs from the community’s own analysis of the poverty related problems directly caused by the COVID-19 pandemic.

### ***Frequency of CSBG COVID-19 Services***

The frequency of CSBG COVID-19 services is determined by the eligible entity (CAA) and approved by OEO by way of the agency’s logic model.

### ***Maximum Allowance for COVID-19 Services***

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

**Important!!!** Services specific to COVID-19 must be tracked separately from regular CSBG services. **Please note:** In times of disaster, usual time frames (CSBG 72-hour requirement) do not apply.

## **CSBG COVID Initiatives to Consider**

### ***COVID-19 Mortgage Assistance***

Mortgage assistance is limited to a one-month mortgage assistance payment during the program year, not to exceed the agency’s determined maximum for regular mortgage assistance. This payment may be considered as a second assistance with mortgages in addition to the standard CSBG mortgage payment. Example: one mortgage assistance utilizing regular CSBG funds and one mortgage assistance from COVID funds.

### ***Feeding Partnerships***

Eligible entities may partner with local food banks, summer food service programs including Title 1 schools, and other nutrition programs to provide meals to low-income families/communities.

The agency is not required to complete individual applications but must have an MOU with the partnering agency and proof that the entity serves low-income individuals/communities. A breakout of the cost per meal must also be established for reporting purposes. A check/voucher must also be in the file.

### **Childcare vouchers**

Childcare vouchers may be provided to parents returning to work. Proof required.

### **Internet Service**

Monthly internet service may be provided to low-income families/children working from home/participating in school activities from home. Proof required.

### **Infant Care**

Agencies may aid with **diapers, wipes and formula** to families with young children. Gift cards are not allowable.

### **Personal Protective Equipment (PPE)**

PPE, such as hand sanitizer, face masks and gloves may be provided to income eligible families.

### **Prescription Assistance**

Assistance with prescriptions may be provided to those who have lost income/insurance benefits due to the pandemic.

## **LIHEAP COVID-19**

### **LIHEAP COVID-19 SUPPLEMENTAL BENEFIT PROGRAM**

**The LIHEAP COVID-19 Supplemental Benefit is a one-time crisis award in the amount of \$1,000 for all income-eligible households.** Unallowable charges must be deducted from the household's maximum benefit or paid by the customer prior to issuing the benefit.

If a vendor has agreed to credit LIHEAP benefits accordingly, the agency may credit the full benefit to the customer's account (*Ex. Dominion Energy customers*). However, if unallowable charges appear on the

customer's bill(s), and the vendor has not agreed to apply the LIHEAP grant accordingly, the agency should deduct these fees from the total benefit.

**Example:** The customer is eligible for \$1,000, but usually has a \$10 monthly outside light fee. On average, the customer's bill is \$200.

The agency would determine that the \$1,000 benefit could carry the customer for 5 months forward. A \$10/month unallowable charge for 5 months is \$50. Therefore, the agency would award the customer \$950.

It remains the responsibility of the agency to verify allowable charges. If the customer is unable to provide utility bills, the agency can only pay what can be verified on the bill(s) available. **This benefit is an additional (or third) LIHEAP service.**

**Important!!!** LIHEAP services specific to COVID-19 must be tracked separately from regular LIHEAP services. **Please note:** In times of disaster, usual crisis time frames (18 to 48-hours) do not apply.

### **PREPAID CUSTOMERS**

Due to the suspension of utility disconnections related to COVID-19, prepaid customer accounts may show arrearages. **Prepaid customers are eligible to receive the onetime COVID-19 benefit.**

The customer's file must include an account history, daily usage history and account balance to justify the award.

### **SUSPENDED DISCONNECTS/FINAL NOTICES -**

Due to the suspension of final/disconnect notices, OEO will consider bills with arrearages that exceed two (2) months an emergency.

### **COMBINED EMERGENCY LIHEAP ASSISTANCE**

Due to the unusually high arrearages on customer bills related to COVID-19 disconnect suspensions, **LIHEAP 2020 ECIP funds may be combined with LIHEAP COVID-19 funds to satisfy outstanding allowable balances exceeding \$1,000.**

**The household's combined LIHEAP ECIP and LIHEAP COVID-19 benefit must be awarded on the same day and may not exceed \$2,000 (LIHEAP ECIP 2020 max. - \$1,000; LIHEAP COVID-19 max. - \$1,000).**

**A combined award will count as TWO services (one LIHEAP ECIP, one LIHEAP COVID-19 benefit).**

- a) Example: Total Customer Bill = \$2,000 in allowable charges. Staff would charge \$1,000 to LIHEAP ECIP and the remaining \$1,000 to LIHEAP COVID-19.
- b) Example: Total Bill = \$1,100, however, the bill includes illegal activity and/or non-utility charges totaling \$50. LIHEAP COVID-19 funds may pay \$1,000; LIHEAP ECIP 2020 funds may pay \$50; and the customer is responsible for unallowable costs of \$50. Unallowable costs may also be deducted from the customer's total benefit.

**Because COVID-19 services must be tracked**

**separately, agencies must complete two (2) action plans, two (2) vouchers, two (2) awards, etc. when awarding a combined benefit.**

**IMPORTANT:**

- Customers are only eligible to receive **one** COVID-19 benefit during the 2020 program year, regardless of if the maximum amount is awarded.
- It is at the agency's discretion to determine which fund to utilize when awarding a combined benefit.
- Project Share funds shall not be combined with the COVID-19 benefit.

# ***LIHEAP Checklist***

FAMILY APPLICATION	YES	NO
TOTAL HOUSEHOLD INCOME DOCUMENTATION (Weekly/Bi-Weekly/Semi-Monthly/Monthly)	YES	NO
CURRENT AND LEGIBLE PICTURE ID	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/ CHECK NUMBER	YES	NO

COMPLETED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

REVIEWED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

(Agency Name)

***Disaster Relief: COVID-19 DECLARATION OF INCOME***  
**(Applicant)**

The **Community Services Block Grant (CSBG)** and **Low-Income Home Energy Assistance Program (LIHEAP)** provide disaster relief funding to aid economically disadvantaged households with recovery efforts following a natural catastrophe and/or public health crisis. To comply with the requirements of the grant(s), we ask your cooperation in supplying the information requested in the Certification below. This information will be held in strict confidence and used only for the purpose of establishing program eligibility.

I understand sources of income include, but are not limited to, the following:

Wages	Disability	Retirement Funds
Self-Employment	Social Security	Asset Income
Unemployment Compensation	SSI	Other
Lottery/Gifts	AFDC	
Education Grant Refunds/Work Study	Family Support	

My wages have been reduced due to

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**My monthly reduced earnings will be: \$ \_\_\_\_\_**

I certify that the information contained above is complete and accurate. Inquiries may be made to verify statements herein. I understand that I am signing this statement under penalty of prosecution to the full extent of South Carolina law. **I understand that I may be financially or legally liable for any misrepresentation. I also understand that false statements or omissions are grounds for disqualification and/or debarment.**

Executed this \_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_.

\_\_\_\_\_  
Name of Applicant                      Date

\_\_\_\_\_  
Signature of Applicant                      Date

\_\_\_\_\_  
Agency Representative      Date

*South Carolina  
Office of Economic Opportunity*

**STATEWIDE APPEAL AND  
FAIR HEARING PROCEDURES**

*Section 2605(b) (13) of the LIHEAP statute (42 U.S.C. § 8624(b) (13)) requires that each applicant be given an opportunity to have a fair administrative hearing if he/she is denied assistance or if his/her application is not acted upon with reasonable promptness.*

**LEVELS OF APPEAL**

- Applicants should first file a written appeal with the Community Action Agency in which he/she applied for service(s), requesting a formal hearing within 30 calendar days of the agency's Notice of Denial of Assistance/Services.
- If the appeal is denied at the Community Action Agency, the applicant may file a written appeal to the Office of Economic Opportunity (OEO) within 20 calendar days of the agency's notification of their hearing decision. The written appeal shall be submitted to:

**Attention: Legal Counsel**  
***The South Carolina Department of Administration***  
**Office of Economic Opportunity**  
**1205 Pendleton Street, Suite 366**  
**Columbia, SC 29201**

- If the appeal is further denied by OEO, the applicant may file a written appeal within 20 calendar days of the applicant's receipt of OEO's written hearing decision. The Department of Administration's Chief Legal Counsel will select a Hearings Officer to conduct the hearing within 30 days of receipt of the letter of appeal, utilizing the informal disposition procedures outlined in S.C. Code §§ 1-23-310 to 1-23-400 of the State Administrative Procedures Act.

Funds in question must be obligated (set aside) until a final decision is reached. If the applicant is successful, the funds or services will be provided to the applicant. If the applicant is unsuccessful, funds are to be made available to eligible participants.

## Sample LIHEAP Household Report

The LIHEAP Household Report--Long Format is for use by the 50 States, District of Columbia, and insular areas with annual LIHEAP allotments of \$200,000 or more. This Federal Report provides data on both LIHEAP recipient and applicant households for Federal Fiscal Year (FFY) 2018, the period of October 1, 2017 - April 30, 2018. The Report consists of the following sections: (1) **Recommended Long Format for LIHEAP Assisted Households** and (2) **Recommended Format for LIHEAP Applicant Households**. Data on assisted households are included in the Department's annual LIHEAP Report to Congress. The data are also used in measuring targeting performance under the Government Performance and Results Act of 1993. As the reported data are aggregated, the information in this report is not considered to be confidential.

There are two types of data: (1) **required data** which must be reported under the LIHEAP statute and (2) **requested data** which are optional. In response to House Report 103-483 and Senate Report 103-251. Both the LIHEAP Household Report--Long Format (the Excel file name is hhrprjst.xls) and the instructions on completing the Report (the Word file name is hhrprjns.doc) can be downloaded in the Forms sections of the Office of Community Services' LIHEAP web site at: [www.acf.hhs.gov/programs/liheap/grantees/forms.htm#household\\_report](http://www.acf.hhs.gov/programs/liheap/grantees/forms.htm#household_report). The spreadsheet is page protected in order to keep the format uniform. The items requiring a response are not page protected. However, other areas of the spreadsheet cannot be modified. For example, the number of assisted and applicant households can not be entered. Each total will be calculated automatically for each type of assistance by a formula when the poverty level data are entered.

Does the data below include estimated figures?      No       Yes       Mark "X" in the second column below for each type of assistance that has at least one estimated data entry.

### 1. RECOMMENDED LONG FORMAT FOR LIHEAP ASSISTED HOUSEHOLDS

Type of assistance	Mark "X" to Indicate estimated data	Number of assisted households	2018 HHS Poverty Guideline interval, based on gross income and household size					60 years or older (elderly)	At least one member who is		
			Under 75% poverty	75%-100% poverty	101%-125% poverty	126%-150% poverty	Over 150% poverty		Age 5 years or under (young child)	Elderly /Disabled (Young Child)	Age 2 years or under
Heating		0	0	0	0	0	0	0	0	0	0
Cooling		0	0	0	0	0	0	0	0	0	0
Winter/Year Round Crisis		0	0	0	0	0	0	0	0	0	0
Summer Crisis		0	0	0	0	0	0	0	0	0	0
Other Crisis (specify)		0	0	0	0	0	0	0	0	0	0
Any type of LIHEAP assistance		0					0	0	0	0	

### 2. RECOMMENDED FORMAT FOR LIHEAP APPLICANT HOUSEHOLDS (regardless of whether assisted)

Type of assistance	Mark "X" to Indicate estimated data	Number of applicant households	HHS Poverty Guideline interval, based on gross income and household size					Income data unavailable
			Under 75% poverty	75%-100% poverty	101%-125% poverty	126%-150% poverty	Over 150% poverty	
Heating		0	0	0	0	0	0	
Cooling		0	0	0	0	0	0	
Winter/Year Round Crisis		5	3	2	0	0	0	
Summer Crisis		0	0	0	0	0	0	
Other Crisis (specify)		0	0	0	0	0	0	

## LIHEAP Glossary of Terms

**Primary Heating** – the main form of energy used by a household to heat its dwelling, either deliverable or a utility. *(For example, the household heats the dwelling with an HVAC system that is fueled by natural gas. Therefore, the agency would select “natural gas”. Other possible options include electric, propane, etc.)*

**Secondary Heating** – the other form of energy used by a household to satisfy only a portion of the heating requirements of a dwelling. *(For example, a dwelling uses a fireplace to supplement its primary heating. Therefore, the agency would select “wood”. Other possible options include kerosene, natural gas, electric, etc.)*

**Heating Source** – a type of device a household uses to heat the dwelling (where the source of heat comes from). *(Examples: central heat (HVAC), kerosene, propane, space heater, wood, etc.)*

**Cooling Energy** - the main form of energy used by a household to cool its dwelling. *(For example, the household cools the dwelling with a central HVAC system that is run by electricity. Therefore, the agency would select “electric”.*

**Cooling source** – a type of device used to cool the home (where the source of cooling comes from). *(For example, a dwelling uses a window air conditioner to cool the home. Therefore, the agency would select “window air conditioner unit”. Other possible options include central air (HVAC), fan, etc.)*

**Fuel Oil** - the burnable liquids produced from crude oil. **Fuel Oil is commonly known as kerosene.**

**Propane** - a flammable hydrocarbon gas of the alkane series, present in natural gas and used as bottled fuel. *(Example Vendors: Suburban Propane, L.P. Gas Co., AmeriGas Propane, etc.)*

**Natural Gas** - flammable gas, consisting largely of methane and other hydrocarbons, occurring naturally underground (often in association with petroleum) and used as fuel. *(Example Vendors: SCE&G, Duke, Piedmont Natural Gas, etc.)*

**Energy Burden** - the expenditures of the household for home energy divided by the income of the household.

**Energy Efficiency** - the use of energy in an optimum manner to achieve the same service that could have been achieved using a common less efficient manner. LIHEAP considers both the energy burden of such household and the unique situation of such household that results from having members of vulnerable populations, including very young children, individuals with disabilities, and elderly individuals.

## DBA System & Program Descriptions for LIHEAP

**ECIP Heating/Cooling** – LIHEAP crisis assistance provided in response to a situation that has already or poses an immediate risk to life, health and safety directly related to the home or home energy heating/cooling costs. Section 2604(c)(1)(2) of the LIHEAP Statute requires not later than 18-48 hours after a household applies for energy crisis benefits, the eligible entity (CAA) provide some form of assistance that will resolve the energy crisis if such household is qualified to receive such benefits.

**ECIP Window Unit** – a LIHEAP crisis service that provides households a window unit that otherwise reports no operable source of energy to heat/cool the home. The LIHEAP Statute requires not later than 18-48 hours after a household applies for energy crisis benefits, the eligible entity (CAA) provide some form of assistance that will resolve the energy crisis if such household is qualified to receive such benefits.

## DBA System & Program Descriptions for LIHEAP *(continued)*

**ECIP Heater** – a LIHEAP crisis service that provides households a cost-effective and efficient heater that otherwise reports no operable source of energy to heat the home. The LIHEAP Statute requires not later than 18-48 hours after a household applies for energy crisis benefits, the eligible entity (CAA) provide some form of assistance that will resolve the energy crisis if such household is qualified to receive such benefits.

**LIHEAP Emergency Intervention Service** – an intervention provision provided to a household when an approved emergency LIHEAP service cannot be alleviated/executed within the required 18 or 48 hours, and the household has no way to safely heat/cool the home in the interim. The LIHEAP Statute requires not later than 18-48 hours after a household applies for energy crisis benefits, the eligible entity (CAA) provide some form of assistance that will resolve the energy crisis if such household is qualified to receive such benefits. A household must be provided a safe source to heat/cool the home or temporary shelter until installation. Intervention services include heaters, fans or temporary shelter.

**LIHEAP Local Agency Programs** – a system program that allows agencies to provide a LIHEAP benefit and pay multiple vendors in a single service. *(Example: An agency may pay to purchase a window unit and also pay a separate contractor to install the unit. Using the LIHEAP Local Agency Programs, the system will attribute both payments to a single LIHEAP service, instead of counting them as two separate services.)* See **Voucher Reference** below for instructions on how to detail the service provided.

**Voucher Reference** – when creating a voucher in DBA using “LIHEAP Local Agency Programs”, the **Reference** field dropdown provides options to detail the service provided. *(Example: Chimney sweep, Emergency Intervention Services (heaters, fans, or temporary shelter).*

**DA Heating/Cooling** – a LIHEAP nonemergency benefit to aid low-income households in meeting their home energy costs, particularly the vulnerable and those with the lowest incomes that pay a high proportion of household income for home energy.

**Selected LIHEAP Assistance Payment Plan (SLAPP)** – when a nonemergency LIHEAP benefit is applied to the client's bill incrementally, over a period of time. Fundamentally, SLAPP is a Direct Assistance benefit, only the full benefit amount may not be provided immediately if the household has a vendor that cannot separate unallowable charges. LIHEAP can only pay for costs associated with the heating/cooling of the home. If LIHEAP funds are used by vendors in ways that are different than what is described in the LIHEAP Statute and State Plan, this may constitute an improper use of funds. *(Reference LIHEAP IM 2010-13 Use of LIHEAP Funds Coordinated with Vendor Assistance Programs).*

**LIHEAP Blankets** – a LIHEAP service that allows blanket distribution as an energy expense in addition to a LIHEAP nonemergency or crisis assistance, if funding is available and approved by OEO.

**LIHEAP Assurance 16** - the LIHEAP Statute (Section 2605(b)(16)) allows States, at its option, to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance. Assurance 16 activities must be approved by OEO.

**LIHEAP Outreach Activities** - Section 2605(b)(3) of the LIHEAP statutes allows grantees/subgrantees to conduct outreach activities designed to assure eligible households are made aware of LIHEAP assistance. LIHEAP Outreach Activities include written material, interpretation services, media announcements, etc. LIHEAP Outreach Activities is to promote LIHEAP, **ONLY**. Assurance 16 activities must be approved by OEO. *(Reference LIHEAP Outreach Activities).*

## How to Use the ROMA Logic Model

### Program Connections Using a Logic Model Framework Indicators and Outcomes

<b>Need Statement</b> (family level) Parents are not involved in their children's school activities	<b>Outcome Statement</b> (family level) Parents increase their involvement with children's school activities
<b>Service</b> 50 parents will participate in parent support group meetings during the school year.	<b>Projected Indicators</b> 50 out of 50 or 100% of parents will report helping with homework by the end of the school year. 30 out of 50 or 60% of parents will report that they communicated with the teacher within the school year 45 out of 50 or 90% of parents will report that they participated in school functions and meetings by the end of the school year.

### Targets Identify the Scope of the Expected Results

<b>Example of Results (Outcomes):</b> <ul style="list-style-type: none"> <li>- Program participants pass the GED test and secure high school diploma</li> <li>- Parents demonstrate increased knowledge of good parenting skills</li> <li>- Customers obtain the necessary skills for jobs.</li> </ul>	<b>Example of Targets (Projected indicators):</b> <ul style="list-style-type: none"> <li>- 30 of 50 participants (60%) will achieve a passing score on the GED exam within the program year to secure a diploma</li> <li>- 25 out of 50 parents (50%) will achieve a passing score on a post test of knowledge related to parenting 30 days after the completion of the training program.</li> <li>- 50 out of 100 customers (or 50%) in training classes will obtain skills within one year</li> </ul>
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### How Do You Know?

Organization/Program: Adult Education			Level: _X_ family __ agency __ community		
Need	Service or Activity	Outcome	Indicator	Evidence	Data collection processes and personnel
	<i>Include who will be served, how many people/units of service and time frame.</i>		<i>Of those who will be served, how many will achieve the outcome in the time frame.</i>	The tool that will be used to measure and document success.	
Individuals in the community have no HS diploma or GED.	50 students will enroll in a year long GED test preparation class.	Program participants pass the GED test and secure a high school diploma	30 of 50 (60%) will achieve a passing score on the GED exam within the program year.	<b>Output Measure:</b> Attendance log from class.  <b>Outcome Measure:</b> GED test scores, copy of diploma	Program attendance is logged during every class.  GED test scores are logged by staff.
Mission Statement:					

### What actually happened?

Projected Indicators	Actual Indicators
30 of 50 participants (60%) will achieve a passing score on the GED exam within the program year	28 of 50 participants (56%) actually achieved a passing score on the GED exam within the program year
25 out of 50 parents (50%) will achieve a passing score on a post test of knowledge related to parenting 30 days after the completion of the training program.	26 out of 50 parents (52%) actually achieved a passing score on a post test of knowledge related to parenting 30 days after the completion of the training program.
50 out of 100 customers (or 50%) in training classes will obtain skills within one year	55 out of 100 customers (or 55%) in training classes actually obtained skills within one year

Note: This is a planning logic model and does not have an Actual Column Included or NPIs featured.

### Agency Ability to Target

Targeting Success Calculation
GED follow up: 28 achieved / 30 were projected to achieve = a 93% accuracy rate for our targets.
Parenting Knowledge follow up: 26 achieved / 25 were projected to achieve = a 104% accuracy rate for our targets.
Job Skills follow up: 55 achieved / 50 were projected to achieve = a 110% accuracy rate for our targets.

**SOUTH CAROLINA LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)  
VENDOR AGREEMENT**

This Vendor Agreement shall govern certain activities of the Low-Income Home Energy Assistance Program, hereinafter referred to as LIHEAP, which are to be carried out by the Vendor identified on the signature page of this Agreement, hereinafter referred to as the Vendor, as a condition of receipt of payment, and the Community Action Agency; hereinafter referred to as the CAA.

The \_\_\_\_\_ and the Vendor agree to the following:  
(Community Action Agency)

**A. SERVICES TO BE PERFORMED**

1. The Vendor shall charge the eligible household, in the normal billing process, the difference between the actual cost of the home energy and the amount of the payment.
2. The Vendor is required to verify the account holder's name and/or household member(s), account number, current balance on account and signature upon receipt of the energy voucher prior to crediting the customer's account.
3. The Vendor will accept the voucher(s) as credit for actual commitment/cash payment for the purchase of home heating fuel or cooling assistance. The Vendor shall specify on the signature page of this Agreement the fuel type to be provided. The Vendor will accept vouchers for the purchase of only the type fuel approved in this Agreement.
4. The Vendor will only deliver fuel to the actual residence of the account holder or credit the account of the account holder as documented on the voucher.
5. If the customer has moved and the energy voucher does not reflect the new address, the Vendor shall not accept the voucher until the customer returns the voucher and requests a change of address from the Community Action Agency (CAA).
6. Vendors are to ensure credit and/or service to approved households within the designated program year.
7. This assistance is provided for households, not individuals. For this reason, no name changes may be made on the energy voucher. The address that appears on the voucher should match the name and address shown on the Vendor records. No alterations of any kind should be made to the voucher.
8. LIHEAP assistance may be used for deposits if specified by the CAA.
9. The parties recognize that each party is bound to act in accordance with their respective bylaws and policies at all times. Nothing in this Agreement is intended or shall be construed to supersede a party's obligations under their respective bylaws and policies or prevent a party from acting in accordance therewith.

**B. PROVISIONS UNDER WHICH PAYMENT WILL BE MADE TO VENDORS**

1. The Vendor must return this properly executed Vendor Agreement to the CAA prior to being reimbursed.
2. The Vendor must provide a Federal Employer Identification Number (FEIN) or a Social Security number will be acceptable only if the Vendor is an individual and has no FEIN.
  - a. If a Vendor provides a Social Security Number, the Vendor must use the proprietor's name, not the company name. If a FEIN is supplied, a company name must be used.
  - b. The Vendor shall notify the CAA in writing immediately when the FEIN, Social Security number, business name and/or address changes. Failure to report changes may result in a delay of payments. An IRS W-9 must accompany changes.

3. For fuel oil, propane and/or kerosene, the Vendor shall provide the eligible customer a quantity up to the value of the energy voucher but not to exceed the amount required to fill the tank. A delivery ticket must be submitted for actual payment remittance within 30 days of the delivery.
  - a. If the value of the quantity of fuel purchased by a customer is less than the value of the energy voucher, the Vendor shall credit the difference to the customer's account. The credit balance on accounts that equals or exceeds the minimum delivery must be expended each consecutive month until the benefit is exhausted.

If the value of the quantity of fuel required/purchased by a customer is greater than the energy voucher amount, payment for the remaining balance due must be negotiated between the customer and the Vendor. The CAA will not intervene in these matters.

- b. **The Vendor will not exchange a customer's energy voucher for cash nor will any cash equivalent be given for excess credit.** Violations shall be treated in accordance with Federal and State statutes, to include termination of this Agreement and termination of future services with the Vendor.
- c. When a customer moves from the Vendor's service area, or becomes deceased, and a credit balance remains on that account, the following policies shall apply within the current program year:
  - i. Any legal survivors living in the residence of the deceased customer (as listed on the voucher), who were household residents at the time of application, are entitled to use the remaining benefit.
  - ii. If there are no remaining legal survivors within the household, any remaining credit balance shall be refunded to the CAA within 30 days of the death or date of last service for the active voucher – whichever comes first.
  - iii. Credit balances not used during the current program year (January 1 – December 31) are to be returned to the CAA within 45 days of the close of the grant period.
  - iv. Any other circumstances arising shall be dealt with on a case-by-case basis. The Vendor should contact the CAA for additional instruction.

#### C. PAYMENT PROCEDURES

1. Once the Vendor has honored the energy voucher, as specified herein, the Vendor shall mail the energy voucher(s) to the CAA for payment.
2. Within 30 days of the date of the receipt of the energy voucher(s), payment amount equal to the total amount of the energy voucher(s) for electric service received by the CAA will be made to the Vendor. For kerosene, propane, fuel oil and/or wood vendors, payment will be made for the actual amount delivered, not to exceed the voucher amount.

If a Vendor has not received payment for the energy voucher(s) within 30 days following the submission, the Vendor should contact the CAA and report the delay. In instances of reported delays, the Vendor may also contact the Office of Economic Opportunity (803-734-0662).

3. CAAs will submit an IRS Form 1099 to record payments in excess of \$600 to non-incorporated vendors.
4. All properly executed Vendor Agreements must be maintained on file with the CAA and Vendor.

#### D. MONITORING

1. The Vendor will maintain records documenting the amount of energy assistance that the customer received and the date of receipt for all fuels other than electricity and natural gas. Records are to be maintained for one year after the program year ends.

2. The Vendor shall permit access to records pertaining to the activities engaged in by the Vendor under this Agreement. Such records include energy voucher payment forms or other documents supporting the delivery of services or receipt of payments for services rendered by the Vendor, as well as the amount of sale, customers' names and addresses.
3. The Vendor shall not discriminate against or adversely treat any eligible household regarding terms and conditions of sale, credit, delivery, or service. No discrimination shall be made based on the source(s) of household income. All sources of household income are documented on the Application and then processed, reviewed and approved by an agency representative. Additionally, the State prohibits any discrimination to households because of their receipt of LIHEAP assistance.
4. The Vendor will cooperate with any Federal, State or local investigation, audit or program review.

**E. LIABILITY**

To the fullest extent permitted by law, each party agrees to indemnify and hold harmless each other, the Office of Economic Opportunity and their agents, and employees from and against all claims, damages, losses, and expenses including but not limited to attorney's fees, arising out of or resulting from, whether directly or indirectly, any default or negligent or wrongful act or omission of each party, its agents, employees, or subcontractors in the performance or non-performance of the work, the enforcement of this agreement, or any other legal action.

Any losses caused by criminal activity, gross negligence and/or malicious intent is excluded from this indemnification section.

**F. REPORTING DISCLOSURE**

The Vendor will allow the CAA and the Office of Economic Opportunity access to LIHEAP customer's household fuel/utility/energy information for the purpose of State and Federal data reporting, as approved by the customer, via the statewide application for service.

**G. AMENDMENTS and INTEGRATION**

This Agreement contains the entire agreement of the parties with respect to the subject matter of this Agreement, and supersedes all prior contract, negotiations, agreement and understandings with respect thereto. This Agreement may only be amended by a written document duly executed by all parties.

**H. TERMINATION**

1. Either the CAA or the Vendor may terminate this Agreement by giving the other party at least 30 days written notice.
2. This Agreement will terminate immediately should the Vendor supply false information or attempt to defraud the CAA or the eligible customer. In such cases, no additional reimbursement will be made to the Vendor until such matter is resolved.

In witness hereto, the CAA and the Vendor have executed this Agreement on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

**VENDOR: Complete Section 1-9. Do not leave anything blank.**  
**Vendor must provide physical address or agreement is void.**

1. \_\_\_\_\_  
(Business or Vendor Name)
2. \_\_\_\_\_  
(Mailing Address – Include City, State and Zip Code)
3. \_\_\_\_\_  
(Street Address – Include City, State and Zip Code)
4. \_\_\_\_\_  
(Area Code and Telephone Number)
5. **VENDOR DOCUMENTATION**

The Vendor must provide a Federal Employment Identification Number (FEIN), or, if you do not have a FEIN, a Social Security number (SSN) will be acceptable only if used with the proprietor's name (e.g. Hallman's Wood – (FEIN) or Mark Hallman (SSN)).

Federal Employer Identification Number \_\_\_\_\_ or  
Social Security Number \_\_\_\_\_

6. Fuel Type – Circle all Types of Fuel Provided.  
Fuel Oil                      Electricity  
Kerosene                      Wood  
Propane Gas                      Coal  
Natural Gas                      Landlord or Building Operator Who Provides Heat to Tenants
7. Check all that apply:  
 I certify that I am not subject to backup withholding.  
 I certify that the mailing address on file is correct and current.  
 A W-9 is enclosed as required for new vendor(s), or for existing vendors to report change of address or change in FEIN or Social Security number and/or business name.

\_\_\_\_\_  
(Print Authorizing CAA Signature)

\_\_\_\_\_  
(Authorizing Signature)

\_\_\_\_\_  
(Witness)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Print Authorizing Vendor Signature)

\_\_\_\_\_  
(Authorizing Signature)

\_\_\_\_\_  
(Witness)

\_\_\_\_\_  
(Date)

**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:**

**TBA**

Aiken/Barnwell, GLEAMNS, Palmetto CAP, Piedmont, Wateree

**Charles Johnson** (803) 734-0673 [charles.johnson@admin.sc.gov](mailto:charles.johnson@admin.sc.gov)  
Beaufort-Jasper, Carolina, Lowcountry, OCAB, SHARE

**TBA**

Chesterfield/Marlboro, Darlington, Pee Dee, State Association, Waccamaw

**Faith Kithome**, Economic Advancement Coordinator  
(803)734-0317, [faith.kithome@admin.sc.gov](mailto:faith.kithome@admin.sc.gov)

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

**Telephone: (803) 734-0662**

**Fax: (803) 734-0356**

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

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

## 2020 COMMUNITY ACTION AGENCY SUBGRANTEES/ELIGIBLE ENTITIES

COMMUNITY ACTION AGENCY	<u>PROGRAM DIRECTOR</u>
<p><b>Aiken/Barnwell Counties Community Action Agency, Inc.</b>  <b>George A. Anderson, Esq.</b>                      Executive Director</p> <p>291 Beaufort Street                      Aiken, SC 29801                      (803) 648-6836</p>	<p><b>Bertie McKie</b>  <a href="mailto:bertie.mckie@abccaa.org">bertie.mckie@abccaa.org</a>                      (803) 648-6836</p> <p><i>CSBG &amp; LIHEAP</i></p> <p>State/OEO Coordinator: TBA</p>
<p><b>Beaufort-Jasper Economic Opportunity Commission</b>  <b>Mr. James Williams</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@thebejoc.org">smarshall@thebejoc.org</a>                      (843) 255-7229</p> <p><i>CSBG &amp; LIHEAP</i></p> <p>State/OEO Coordinator: Charles Johnson (803) 734-0673</p>
<p><b>Carolina Community Actions</b>  <b>Ms. Karen Brackett-Browning</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: Charles Johnson (803) 734-0673</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>Rolanda Lewis</b>  <a href="mailto:rlewis@cmeoc.org">rlewis@cmeoc.org</a>                      (843) 320-2135</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>                      Executive Director</p> <p>904 S. Fourth Street                      Hartsville, SC 29550                      (843) 332-1135</p>	<p><b>La'Quantia Goodman</b>  <a href="mailto:lgoodman@dccaa.net">lgoodman@dccaa.net</a>                      (843) 332-1135 ext. 210</p> <p><i>CSBG &amp; LIHEAP</i></p> <p>State/OEO Coordinator: TBA</p>
<p><b>GLEAMNS Human Resources Commission</b>  <b>Ms. Shunna Jeter</b></p>	<p><b>Marcella Kennedy</b>  <a href="mailto:mkennedy@gleamshrc.org">mkennedy@gleamshrc.org</a></p>

<p>Executive Director</p> <p>237 Hospital Street Greenwood, SC 29648 (864) 223-8434</p>	<p>(864) 223-8434 ext. 8829</p> <p><i>CSBG &amp; LIHEAP</i></p> <p>State/OEO Coordinator: TBA</p>
<p><b>Lowcountry Community Action Agency</b> <b>Ms. Tara Glover</b> Executive Director</p> <p>319 Washington Street Walterboro, SC 29488 (843) 549-5576</p>	<p><b>Emily Mitchell</b> <a href="mailto:eamitchell@lowcountrycaa.org">eamitchell@lowcountrycaa.org</a> (843) 549-5576 ext.106</p> <p><i>CSBG &amp; LIHEAP</i></p> <p>State/OEO Coordinator: Charles Johnson (803) 734-0673</p>
<p><b>OCAB Community Action Agency</b> <b>Mr. Calvin Wright</b> Executive Director</p> <p>1822 Joe Jeffords Highway Orangeburg, SC 29116 (803) 536-1027</p>	<p><b>Janice Spells-Jamison</b> <a href="mailto:jjamison@ocabcaa.org">jjamison@ocabcaa.org</a> (803) 536-1027ext.117</p> <p><i>CSBG &amp; LIHEAP</i></p> <p>State/OEO Coordinator: Charles Johnson (803) 734-0673</p>
<p><b>Palmetto Community Action Partnership</b> <b>Mr. Casdell Singleton</b> Executive Director</p> <p>1069 King Street Charleston, SC 29403 (843) 724-6760</p>	<p><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</p> <p><i>CSBG &amp; LIHEAP</i></p> <p>State/OEO Coordinator: TBA</p>
<p><b>Pee Dee Community Action Partnership</b> <b>Mr. Walter Fleming</b> Executive Director</p> <p>2685 South Irby Street Florence, SC 29501 (843) 678-3400</p>	<p><b>Queen McCall</b> <a href="mailto:queenmccall@hotmail.com">queenmccall@hotmail.com</a> (843) 678-3400 ext. 121</p> <p><i>CSBG &amp; LIHEAP</i></p> <p>State/OEO Coordinator: TBA</p>
<p><b>Piedmont Community Actions, Inc.</b> <b>Ms. Cynthia Lounds</b> Executive Director</p> <p>300A South Daniel Morgan Avenue Spartanburg, SC 29304 (864) 585-8183</p>	<p><b>Margie Salters</b> <a href="mailto:msalters@pcasp.org">msalters@pcasp.org</a> (864) 327-1115</p> <p><i>CSBG only</i></p> <p>State/OEO Coordinator: TBA</p>
<p><b>Sunbelt Human Advancement Resources</b> <b>Ms. Pam Sims</b> Executive Director</p> <p>254 S. Pleasantburg Drive Greenville, SC 29607</p>	<p><b>Tandy Bannister</b> <a href="mailto:tbannister@sharesc.org">tbannister@sharesc.org</a> (864) 269-0700 ext. 3242</p> <p><i>CSBG &amp; LIHEAP</i></p>

(864) 269-0700	State/OEO Coordinator: Charles Johnson (803) 734-0673
<b>Waccamaw Economic Opportunity Council</b> <b>Mr. James Pasley</b> Executive Director  1261 Hwy. 501 East, Suite B Conway, SC 29528-1467 (843) 234-4100	<b>Loleta Williams</b> <a href="mailto:lwilliams@weoc.org">lwilliams@weoc.org</a> (843) 355-9922  <i>CSBG &amp; LIHEAP</i>  State/OEO Coordinator: TBA
<b>Wateree Community Actions</b> <b>Ms. Annette Tucker</b> Executive Director  1915 Harden Street Columbia, SC 29204 (803) 807-9811	<b>Margaret Gibson</b> <a href="mailto:mgibson@wcai.org">mgibson@wcai.org</a> (803) 807-9811  <i>CSBG &amp; LIHEAP</i>  State/OEO Coordinator: TBA
<b>SC Association of Community Action Partnership</b> <b>Ms. Jessica McMoore</b> Executive Director  2700 Middleburg Drive, Suite 213 Columbia, SC 29204 (803) 771-9404	State/OEO Coordinator: TBA