



**LOW-INCOME HOME ENERGY  
ASSISTANCE PROGRAM  
(LIHEAP)  
STATE PLAN**

**FEDERAL FISCAL YEAR 2021**

**October 1, 2020 - September 30, 2021**



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S T A T E O F D E L A W A R E  
S I N G L E P O I N T O F C O N T A C T - S P O C  
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SPOC Use Only Copy TO:

1. STATE APPLICATION IDENTIFIER: SAI000004516	Proposal Type: CNT	Month JUN/30/2020	Reviewer	Attendance
2. FFATA: Yes	Sequestration: No	Previous SAI Number: SAI000004178		

3. Applicant Project Title: FY21 Low-Income Home Energy Assistance Program (LIHEAP)

4. Applicant Department: 35000	5. Applicant Division/ APU: 351230
6. Program Contact Person: Sunga,Joanne M	7. Program Contact Person e-mail addr: joanne.sunga@state.de.us
8. Financial Contact Person: Patel,Donika N	9. Financial Contact Person e-mail addr: donika.patel@state.de.us

10. Federal Grant Department: DEPT OF HEALTH & HUMAN SERVICES

11. Federal Program Title: Low-Income Home Energy Assistance	12. Federal Catalog No (CFDA): 93.568
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13. Project Description:  
Energy assistance to income eligible households

14. Grant Period (MM/DD/YYYY): 10/01/2020 to 12/31/2025	15. How many years has this project been funded: 38
16. If the project was funded last year, how much federal money was awarded? 13,000,000.00	17. Is there a state match requirement? (Y/N) N If yes, amt of state money contributed last year? 0.00

18. Budget by cost category and source	Federal Funds	State Funds	Other Funds	Total Funds
Salaries & Fringe Benefits	304,207.00	0.00	0.00	304,207.00
Personal or Contractual Services	14,578,593.00	0.00	0.00	14,578,593.00
Travel	10,001.00	0.00	0.00	10,001.00
Supplies & Materials	27,954.00	0.00	0.00	27,954.00
Capital Expenditures	0.00	0.00	0.00	0.00
Audit Fees	47,000.00	0.00	0.00	47,000.00
Indirect Costs	32,245.00	0.00	0.00	32,245.00
Other	0.00	0.00	0.00	0.00
TOTAL	15,000,000.00	0.00	0.00	15,000,000.00

## **DIRECTOR'S OVERVIEW**

### **LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM**

### **FEDERAL FISCAL YEAR 2021**

#### **PROGRAM NARRATIVE:**

As a Federal Block Grant, enacted in 1981, the Low-Income Home Energy Assistance Program (LIHEAP) provides outreach activities and assistance to low income households in meeting their home energy costs, particularly those with the lowest incomes that pay a high portion of household income for home energy. In Delaware the maximum allowed household income for eligibility is two hundred percent of the poverty guideline, which is issued annually in the Federal Register by the U.S. Department of Health and Human Services (HHS). Delaware can utilize an income ceiling of 200% of poverty guideline as long as this amount will not exceed 60% of the State Median Household Income.

Delaware Energy Assistance Program (DEAP) implements LIHEAP in Delaware and the Division of State Service Centers (DSSC), Office of Community Services (OCS), administers this program on a contractual basis with prime contractors. DEAP components include: Fuel Assistance Program (FAP), Crisis Intervention Program (CIP), Summer Cooling Assistance Program (SCAP), Weatherization Assistance Program (WAP), and Assurance 16 Activities.

- The weatherization portion of the LIHEAP is administered by Delaware Department of Natural Resources and Environmental Control (DNREC) through a Memorandum of Understanding (MOU) with Delaware Department of Health and Social Services (DHSS), which designates 10% of the received LIHEAP grant for delivery of weatherization services to low income households. It is the responsibility of DNREC to ensure that WAP operations are in accordance with the LIHEAP regulations, while the oversight of this compliance rests with DHSS-DSSC.
- Currently FAP is the principal component of DEAP. FAP provides home heating assistance for eligible households by mitigating their energy burden during the winter season. The alleviation is provided by offsetting household's heating expense in the amount of DEAP benefit.
- Energy Crisis Intervention Program (ECIP), CIP component, is a year-round crisis program that assists eligible households with an energy crisis when the weather conditions of the subsequent 72 hours pose a serious threat to the health or safety of one or more members of the eligible household. ECIP is designed to provide aid to the households when they have been disconnected from the utility or are in risk of becoming disconnected from the utility (or rejected from the delivered fuel service) or they have less than 25% of their standard allocation of delivered fuel and the fuel vendor is refusing to provide services to the household. According to the federal statute, the crisis program has to provide services within 48 hours under regular crisis and 18 hours under life-threatening crisis.

Additionally, ECIP is also designed to provide assistance to the eligible households under prolonged severe or extreme weather; for example, prolonged heat wave or freeze, more frequent higher or colder temperatures than average in Delaware, natural disaster or storm or force majeure that causes conditions which threaten health and safety of LIHEAP eligible household. In the case of disaster or state of emergency or extreme weather event, like a hurricane, tornado, flood or etc., Delaware will shift its eligibility of crisis component to 60% of the State Median Income (if the 60% SMI is higher than currently utilized federal poverty guideline). The LIHEAP disaster policy could be activated by the following possible disasters: Storm, Flood, Tornado, Epidemics, Hurricane, Fire, Explosion, Earthquake, Landslide, Subsidence, CBRN, PH Emergency, Extreme Heat, Extreme Cold/Blizzard, Industrial Accident, Transport Accident, Volcanic Activity, Tsunami.

- SCAP is presently an auxiliary component of DEAP and therefore highly reliant on the availability of funds, which can greatly fluctuate from one year to another depending on the severity of atmospheric conditions during the winter season. SCAP provides home cooling assistance for eligible households during the summer season by supplementing a portion of their summer electric bill and/or the purchase, delivery, and installation of a room-sized air conditioner unit. SCAP is especially targeted towards elderly, disabled, and young children, who are more vulnerable to extreme and/or high temperatures.
- LIHEAP Statute 2605 (b) (16) permits use of up to 5% of the LIHEAP Grant for the purpose of Assurance 16 activities, which should be directed towards efforts to reduce home energy needs. Delaware exercises this option through a variety of collaborations and partnerships that are dynamic in nature and change according to the need of Delaware residents.

## MEASURABLE OBJECTIVES:

In Delaware, around 18% of the DEAP eligible households are receiving LIHEAP benefits. Hence, around 82% of DEAP eligible population does not receive LIHEAP benefits. As the LIHEAP statute requires, Delaware DEAP is designed to distribute the highest benefits to the poorest households, according to their gross income and household size. Benefits are weighted and calculated according to the research data on Delaware households' energy burden by the poverty interval and main fuel type. Consequently, the households with lowest income and highest energy burden will be eligible to receive significantly greater benefit amounts. Therefore, LIHEAP expects the poorest households to have the lower probability of falling into energy crisis. Hence, in Delaware the households 0%-100% of poverty percent interval are receiving significantly higher benefits than the rest of the LIHEAP eligible households.

The program benefits and household target population structure and make-up were broken down as follows:

- Any type of LIHEAP Assistance (unduplicated account) was received by 10,904 households in FFY 2019, 11,786 in FFY 2018, 12,464 in FFY 2017, 13,633 in FFY 2016, 15,804 in FFY 2015 and 16,445 in FFY 2014.
- In FFY 2018, 2,400 Delaware households were analyzed with 12 consecutive months of bill data for the federal LIHEAP Performance Measures Report and it demonstrated that for the specified households the average annual energy burden before receiving LIHEAP was 12.22% and after receiving LIHEAP benefits their average annual energy burden decreased to 7.88%. (Research by Fisher Sheehan & Colton suggests home energy bills to be unaffordable when they represent more than 6% of the household's annual gross income). However, 25% of the 2,400 households had average annual burden before receiving LIHEAP 30.33% and 19.68% after receiving LIHEAP, which means that very likely for significant amount of Delawareans, the LIHEAP benefit is not sufficient to reduce their energy burden to the affordability standard of 6%. Hence, these households need alternative sources of aid to reduce their energy burden to affordable level.
- Benefit Targeting Index tells us whether high energy burden households receive higher LIHEAP benefits than average households. A Benefit Targeting Index of over 100 means that high energy burden households receive a greater LIHEAP benefit than average households.  
Energy Burden Reduction Index tells us whether high energy burden households have a larger share of their energy bill paid with LIHEAP than average households. An Energy Burden Reduction Index of over 100 means that high energy burden households are seeing more of their energy burden reduced with LIHEAP than average households.

	All Households	Electricity	Natural Gas	Fuel Oil	Propane
2016 Benefit Targeting Index for High Burden Households:	122	131	107	121	125
2017 Benefit Targeting Index for High Burden Households:	130	124	119	124	136
2018 Benefit Targeting Index for High Burden Households:	138	129	115	127	130
2019 Benefit Targeting Index for High Burden Households:	136	125	113	121	122
2016 Burden Reduction Targeting Index for High Burden Households:	94	94	94	93	98
2017 Burden Reduction Targeting Index for High Burden Households:	103	90	101	104	120
2018 Burden Reduction Targeting Index for High Burden Households:	107	93	97	111	111
2019 Burden Reduction Targeting Index for High Burden Households:	99	78	90	107	102

- Households that received LIHEAP benefits fell under following poverty intervals and vulnerability groups:

	Households						Under 75%						75%-100%					
FFY	2019	2018	2017	2016	2015	2014	2019	2018	2017	2016	2015	2014	2019	2018	2017	2016	2015	2014
FAP	10,670	11,612	12,218	13,293	14,362	15,864	2,804	3,219	2,836	3,665	4,184	4,507	2,447	2,638	2,416	3,043	3,036	3,310
SCAP	10,162	8,558	8,797	7,106	9,415	10,185	2,637	2,015	2,185	1,775	2,287	2,463	2,359	2,096	2,205	1,725	2,141	2,265
ECIP	422	65	8,636	6,808	1,659	2,505	73	11	2,073	1,596	396	658	97	9	2,176	1,647	345	540
WAP	120	142	104	33	0	96	22	56	20	6	0	17	27	25	22	1	0	15

	101%-125%						126%-150%						Over 150%					
FFY	2019	2018	2017	2016	2015	2014	2019	2018	2017	2016	2015	2014	2019	2018	2017	2016	2015	2014
FAP	2,103	2,264	2,123	2,495	2,615	2,883	1,713	1,763	1,882	2,068	2,265	2,534	1,603	1,728	2,961	2,022	2,262	2,630
SCAP	1,997	1,800	1,814	1,398	1,867	2,029	1,631	1,403	1,415	1,155	1,613	1,725	1,538	1,244	1,178	1,053	1,507	1,703
ECIP	93	13	1,795	1,363	348	493	88	7	1,416	1,148	259	373	71	25	1,176	1,054	311	440
WAP	28	20	18	8	0	15	17	15	13	8	0	20	26	26	31	10	0	29

- In FFY 2019, 78.42% of the households served included at least one member considered by LIHEAP to be part of the vulnerable population (elderly, disabled or young child). The percent of vulnerable households served in FFY 2014 was 67.92%, in FFY 2015 was 67.47%, in FFY 2016 was 75.24%, in FFY 2017 was 81.67%, and in FFY 2018 was 76.76%. The greatest continuous policy challenge for LIHEAP is the aid to Delawareans who are 60 years or older because these households often have gross incomes above 100% of poverty percent interval, which causes them to receive lower benefits than the households below 100% of poverty percent interval (as the statute requires the distribution of the highest benefits to lowest income households).

However, because the extremely high medical expenses, these households often have low net incomes that cause them significant struggle and burden with energy bills. Hence, the state should consider the development of supplemental energy assistance program for the households in that specific demographic group that considers their annual income after the medical expenses.

	60 years or older						Disabled					
FFY	2019	2018	2017	2016	2015	2014	2019	2018	2017	2016	2015	2014
FAP	5,164	5,557	6,530	5,733	6,144	6,208	4,223	4,415	5,474	4,517	4,533	4,404
SCAP	5,036	5,395	5,398	4,156	5,719	5,867	4,083	4,258	4,252	3,253	3,956	3,847
ECIP	230	24	5,314	4,033	820	1,079	198	21	4,165	3,091	570	691
WAP	57	63	40	15	N/A	34	45	63	29	6	N/A	39
LIHEAP Total*	5,291	5,661	6,769	6,013	6,439	6,375	4,355	4,536	5,587	4,716	4,678	4,537

	Age 5 or under						Elderly, Disabled or Young Child					
FFY	2019	2018	2017	2016	2015	2014	2019	2018	2017	2016	2015	2014
FAP	1,392	1,464	2,002	2,033	2,021	2,533	8,336	8,874	9,968	9,881	10,327	10,835
SCAP	1,259	1,382	1,424	1,368	1,573	2,260	8,006	8,535	8,615	6,928	9,039	9,795
ECIP	52	7	1,346	1,289	172	330	349	41	8396	6,641	1,215	1,679
WAP	16	12	18	5	N/A	16	92	108	79	20	N/A	77
LIHEAP Total*	1,426	1,492	2,052	2,115	2,096	2,639	8,551	9,047	10,179	10,258	10,663	11,170

FFY 2020 preliminary reporting for LIHEAP will be available after July 2020. We expect the final data for the LIHEAP program to be available after October 1, 2020 because LIHEAP is administered according to the federal fiscal year, October 1 to September 30. It is expected that the eligibility requirements concerning verification of citizenship and qualified alien status will continue impacting the number of households served. However, the LIHEAP eligible population should be getting more accustomed with this new requirement every subsequent year. The unpredictability of the weather patterns has also been affecting the number of households who request LIHEAP benefits because dynamic weather patterns are not fully accommodated by the current LIHEAP policy. The quantity of distressed households during the summer is growing because the escalation in the average summer temperatures and in the frequency of the heat waves.

- The number of households served can be also impacted by DNREC's decisions to expend or not to expend the entire designated funding equal to 10% of the LIHEAP grant. If the DNREC does not utilize the entire 10% of the LIHEAP grant, the remaining balance will be distributed between the other DEAP components to serve additional households or to provide supplemental benefits to the households that applied for LIHEAP during the program year.

## BUDGET COMPARISON:

By April 2020, Delaware had received \$13,368,391.00. In 2019, Delaware received \$12,959,903.00. In 2020, LIHEAP will be also receiving additional Coronavirus Aid, Relief, and Economic Security Act (CARES) funds to help low-income households with energy costs during the disaster.

It is possible that FFY 2021 appropriation levels for LIHEAP will be different from the prior years', since the President's 2021 budget request proposes elimination of LIHEAP. However, the federal office of community services has emphasized to the states that the President's budget only demonstrates the President's priorities and not the final federal budget for the FFY 2021.

The FFY 2021 LIHEAP budget is estimated to be around \$15,000,000.00, more than it was estimated for FFY 2020. Programmatically the estimated allocation of 2021 will be following: The FAP will receive 50.00% of the budget, SCAP 10.00%, ECIP 5.00%, Assurance 16.24%, Program Administration 10%, other programmatic expenses 12.60% and WAP 10%, as designated in an MOU between the DNREC and DHSS.

The prime contractor for FAP, SCAP Electric, and Crisis Assistance is estimated to receive the majority of the funds. DNREC would receive ten percent of the grant for WAP services. The contractor for SCAP Air Conditioner (AC) Component would receive about 4% of the total budget, which would correspond with the previous years' SCAP AC budget. The rest of the funds would be allocated for the administrative purposes of the government and other contractual obligations.

The amounts budgeted for state and departmental indirect costs, fringe benefits, and audit costs are in accordance with the most recent instructions from the Division of Management Services. Allocation of funds is subject to change based on actual receipt of the grant award.

The attached State Plan is written in accordance with instructions from the HHS. For positions funded through this grant please see attached personnel summary for description. State administrative categories are expected to be the same as they were last year.

#### **RELATIONSHIP TO STATE BUDGET:**

The state is not required to match federal LIHEAP Block Grant dollars. All the LIHEAP components are operated 100% with federal block grant. Additionally, LIHEAP covers 100% of the salaries, fringe benefits and training of the LIHEAP staff: one full time merit employee - LIHEAP Program Manager/Management Analyst III, two casual/seasonals – Management Analyst II and Administrative Specialist II. The staff allocated for administering the LIHEAP is not sufficient and would require more than one full time and two casual/seasonal positions. The current casual/seasonal MA II position has a significant turnover because the complexity of the program and the skills necessary for administering the program. The LIHEAP Statute constrains the administration and planning of the program within ten percent (10%) of the grant. If grant administration and planning exceeds the allowable ten percent (10%), the remaining costs have to be paid by the State with non-Federal sources.

#### **SEQUESTRATION:**

The outcome of the FFY 2021 LIHEAP appropriation will be entirely up to Congress. A sequestration would negatively impact all the LIHEAP grantees as their awarded grants would decrease.

#### **TECHNOLOGY INITIATIVES:**

There has been a significant increase in the burden of data collection under LIHEAP due to the additional HHS mandatory reporting requirements that commenced on October 1, 2015 (FFY 2016). The first set of Mandatory Performance Measures was due January 2017 and required collection and reporting of energy expenditure data, service restoration data, and service loss prevention data. Since, the current legacy system was not capable of accommodating any of the programmatic changes at the federal or state level and was not sufficient for staying in compliance with the federal LIHEAP requirements, DE LIHEAP started to go through a major LIHEAP software update and modification in July 2016 to accommodate the LIHEAP data needs.



DE LIHEAP program has been integrated into a new module in the ASSIST Worker Web application; however, it does not provide the expected leverage to the program and direct access to other key Worker Web features. LIHEAP expected to utilize some of the demographic verification features through integration to decrease the burden of verifying the households' demographic information since LIHEAP households often apply to several other Delaware HSS federal programs. However, this expectation was not fulfilled through integration and therefore, LIHEAP households still have to provide all the verifications for validating their identity and demographic information during the intake.

The new system has been implemented. The cost of the project was paid 100% by the LIHEAP federal allocation to Delaware. However, the maintenance and operations costs of the new module are significantly higher than the LIHEAP specified in its IT Charter that it could afford. Therefore, it is currently managed under the limited maintenance contract clause called "keep-the-lights-on" which does not include solving defects or other maintenance and operational issues. The reason being that the software maintenance and operations costs have to be paid with administrative funds and LIHEAP statute allows only 10% of the grant to be allocated for administrative purposes.

**SIGNATURE:**



Renée P. Bearman

Director of Division of State Service Centers  
Department of Health and Social Services  
Herman Holloway Campus  
Charles Debnam Building  
1901 N. DuPont Highway  
New Castle, DE 19720



Date

cc: Kara Odom Walker - Secretary of Department of Health and Social Services  
Cynthia Manlove - Deputy Director of Division of State Service Centers  
Alberta Crowley - Social Service Senior Administrator, Office of Community Services  
Häly Laasme-McQuilkin - LIHEAP Program Manager, Office of Community Services

**FEDERAL FISCAL YEAR 2021  
LIHEAP DETAILED STATE PLAN**

# Mandatory Grant Application SF-424

<b>U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES</b> <b>ADMINISTRATION FOR CHILDREN AND FAMILIES</b>		August 1987, revised 05/92,02/95,03/96,12/98,11/01 OMB Clearance No.: 0970-0075 Expiration Date: 09/30/2020	
<b>LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)</b> <b>MODEL PLAN</b> <b>SF - 424 - MANDATORY</b>			
<b>* 1.a. Type of Submission:</b> <input checked="" type="radio"/> Plan	<b>* 1.b. Frequency:</b> <input checked="" type="radio"/> Annual	<b>* 1.c. Consolidated Application/ Plan/Funding Request?</b>  <b>Explanation:</b>	<b>* 1.d. Version:</b> <input checked="" type="radio"/> Initial <input type="radio"/> Resubmission <input type="radio"/> Revision <input type="radio"/> Update
		<b>2. Date Received:</b>	<b>State Use Only:</b>
		<b>3. Applicant Identifier:</b>	
		<b>4a. Federal Entity Identifier:</b>	<b>5. Date Received By State:</b>
		<b>4b. Federal Award Identifier:</b>	<b>6. State Application Identifier:</b>
<b>7. APPLICANT INFORMATION</b>			
<b>* a. Legal Name:</b> Delaware Department of Health and Social Services.			
<b>* b. Employer/Taxpayer Identification Number (EIN/TIN):</b> 1516000279B5		<b>* c. Organizational DUNS:</b> 134776967	
<b>* d. Address:</b>			
<b>* Street 1:</b>	DIVISION OF STATE SERVICE CENTERS	<b>Street 2:</b>	1901 N. DUPONT HIGHWAY, CD BLDG.
<b>* City:</b>	NEW CASTLE	<b>County:</b>	New Castle
<b>* State:</b>	DE	<b>Province:</b>	
<b>* Country:</b>	United States	<b>* Zip / Postal Code:</b>	19720 -
<b>e. Organizational Unit:</b>			
<b>Department Name:</b> Department of Health and Social Services		<b>Division Name:</b> Division of State Service Centers	
<b>f. Name and contact information of person to be contacted on matters involving this application:</b>			
<b>Prefix:</b>	<b>* First Name:</b> Haly	<b>Middle Name:</b>	<b>* Last Name:</b> Laasme McQuilkin
<b>Suffix:</b>	<b>Title:</b> LIHEAP Program Manager	<b>Organizational Affiliation:</b> State of Delaware	
<b>* Telephone Number:</b> 3022559744	<b>Fax Number:</b> 3022554463	<b>* Email:</b> Haly.Laasme-McQuilkin@state.de.us	
<b>* 8a. TYPE OF APPLICANT:</b>			
A: State Government			
<b>b. Additional Description:</b>			
Department of Health and Social Services/ Division of State Service Centers/ Office of Community Services			
<b>* 9. Name of Federal Agency:</b>			
		Catalog of Federal Domestic Assistance Number:	CFDA Title:
<b>10. CFDA Numbers and Titles</b>	93568	Low-Income Home Energy Assistance	
<b>11. Descriptive Title of Applicant's Project</b>			
Delaware Energy Assistance Program			
<b>12. Areas Affected by Funding:</b>			
State of Delaware			

<b>13. CONGRESSIONAL DISTRICTS OF:</b>			
* a. Applicant 00		b. Program/Project: Statewide	
Attach an additional list of Program/Project Congressional Districts if needed.			
<b>14. FUNDING PERIOD:</b>		<b>15. ESTIMATED FUNDING:</b>	
a. Start Date: 10/01/2020	b. End Date: 09/30/2021	* a. Federal (\$): \$0	b. Match (\$): \$0
<b>* 16. IS SUBMISSION SUBJECT TO REVIEW BY STATE UNDER EXECUTIVE ORDER 12372 PROCESS?</b>			
a. This submission was made available to the State under the Executive Order 12372			
Process for Review on :			
b. Program is subject to E.O. 12372 but has not been selected by State for review.			
c. Program is not covered by E.O. 12372.			
<b>* 17. Is The Applicant Delinquent On Any Federal Debt?</b> <input type="radio"/> YES <input checked="" type="radio"/> NO			
Explanation:			
18. By signing this application, I certify (1) to the statements contained in the list of certifications** and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances** and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001) <b>**I Agree</b> <input checked="" type="checkbox"/>			
** The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.			
18a. Typed or Printed Name and Title of Authorized Certifying Official		18c. Telephone (area code, number and extension)	
		18d. Email Address	
18b. Signature of Authorized Certifying Official		18e. Date Report Submitted (Month, Day, Year)	
<b>Attach supporting documents as specified in agency instructions.</b>			

## Section 1 - Program Components

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01

OMB Clearance No.: 0970-0075

Expiration Date: 09/30/2020

### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

Department of Health and Human Services  
Administration for Children and Families  
Office of Community Services  
Washington, DC 20201

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01

OMB Approval No. 0970-0075

Expiration Date: 09/30/2020

THE PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13) Use of this model plan is optional. However, the information requested is required in order to receive a Low Income Home Energy Assistance Program (LIHEAP) grant in years in which the grantee is not permitted to file an abbreviated plan. Public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

### Section 1 Program Components

Program Components, 2605(a), 2605(b)(1) - Assurance 1, 2605(c)(1)(C)

1.1 Check which components you will operate under the LIHEAP program.

(Note: You must provide information for each component designated here as requested elsewhere in this plan.)

Dates of Operation

		Start Date	End Date
<input checked="" type="checkbox"/>	Heating assistance	10/01/2019	04/30/2020
<input checked="" type="checkbox"/>	Cooling assistance	05/01/2020	08/31/2020
<input checked="" type="checkbox"/>	Crisis assistance	10/01/2019	09/30/2020
<input checked="" type="checkbox"/>	Weatherization assistance	10/01/2019	09/30/2020

Provide further explanation for the dates of operation, if necessary

Heating assistance application process is 1 July - 31 March, Cooling (Air Conditioning) assistance application process is 1 April - 15 August. Crisis assistance application process is ongoing but dependent on the weather conditions.

Estimated Funding Allocation, 2604(C), 2605(k)(1), 2605(b)(9), 2605(b)(16) - Assurances 9 and 16

1.2 Estimate what amount of available LIHEAP funds will be used for each component that you will operate: The total of all percentages must add up to 100%.

Percentage ( % )

Heating assistance	62.60%
Cooling assistance	10.00%
Crisis assistance	5.00%
Weatherization assistance	10.00%

Carryover to the following federal fiscal year	3.00%
Administrative and planning costs	7.00%
Services to reduce home energy needs including needs assessment (Assurance 16)	2.40%
Used to develop and implement leveraging activities	0.00%
<b>TOTAL</b>	<b>100.00%</b>

Alternate Use of Crisis Assistance Funds, 2605(c)(1)(C)

1.3 The funds reserved for winter crisis assistance that have not been expended by March 15 will be reprogrammed to:

<input type="checkbox"/>	Heating assistance	<input checked="" type="checkbox"/>	Cooling assistance
<input type="checkbox"/>	Weatherization assistance	<input checked="" type="checkbox"/>	Other (specify:) Crisis because it is planned to be a year-round program

Categorical Eligibility, 2605(b)(2)(A) - Assurance 2, 2605(c)(1)(A), 2605(b)(8A) - Assurance 8

1.4 Do you consider households categorically eligible if one household member receives one of the following categories of benefits in the left column below? ☐ Yes ☒ No

If you answered "Yes" to question 1.4, you must complete the table below and answer questions 1.5 and 1.6.

	Heating	Cooling	Crisis	Weatherization
TANF	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
SSI	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
SNAP	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Means-tested Veterans Programs	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No

	Program Name	Heating	Cooling	Crisis	Weatherization
Other(Specify) 1		<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

1.5 Do you automatically enroll households without a direct annual application? ☐ Yes ☒ No

If Yes, explain:

1.6 How do you ensure there is no difference in the treatment of categorically eligible households from those not receiving other public assistance when determining eligibility and benefit amounts?

SNAP Nominal Payments

1.7a Do you allocate LIHEAP funds toward a nominal payment for SNAP households? ☐ Yes ☒ No

If you answered "Yes" to question 1.7a, you must provide a response to questions 1.7b, 1.7c, and 1.7d.

1.7b Amount of Nominal Assistance: \$0.00

1.7c Frequency of Assistance

<input type="checkbox"/>	Once Per Year
<input type="checkbox"/>	Once every five years
<input type="checkbox"/>	Other - Describe:

1.7d How do you confirm that the household receiving a nominal payment has an energy cost or need?

Determination of Eligibility - Countable Income

1.8. In determining a household's income eligibility for LIHEAP, do you use gross income or net income ?

<input checked="" type="checkbox"/>	Gross Income
<input type="checkbox"/>	Net Income

1.9. Select all the applicable forms of countable income used to determine a household's income eligibility for LIHEAP

<input checked="" type="checkbox"/>	Wages
-------------------------------------	-------

<input checked="" type="checkbox"/>	Self - Employment Income	
<input checked="" type="checkbox"/>	Contract Income	
<input type="checkbox"/>	Payments from mortgage or Sales Contracts	
<input checked="" type="checkbox"/>	Unemployment insurance	
<input type="checkbox"/>	Strike Pay	
<input checked="" type="checkbox"/>	Social Security Administration (SSA ) benefits	
	<input type="checkbox"/> Including MediCare deduction	<input checked="" type="checkbox"/> Excluding MediCare deduction
<input checked="" type="checkbox"/>	Supplemental Security Income (SSI )	
<input checked="" type="checkbox"/>	Retirement / pension benefits	
<input checked="" type="checkbox"/>	General Assistance benefits	
<input checked="" type="checkbox"/>	Temporary Assistance for Needy Families (TANF) benefits	
<input type="checkbox"/>	Supplemental Nutrition Assistance Program (SNAP) benefits	
<input type="checkbox"/>	Women, Infants, and Children Supplemental Nutrition Program (WIC) benefits	
<input type="checkbox"/>	Loans that need to be repaid	
<input type="checkbox"/>	Cash gifts	
<input type="checkbox"/>	Savings account balance	
<input type="checkbox"/>	One-time lump-sum payments, such as rebates/credits, winnings from lotteries, refund deposits, etc.	
<input type="checkbox"/>	Jury duty compensation	
<input checked="" type="checkbox"/>	Rental income	
<input type="checkbox"/>	Income from employment through Workforce Investment Act (WIA)	
<input type="checkbox"/>	Income from work study programs	
<input checked="" type="checkbox"/>	Alimony	
<input checked="" type="checkbox"/>	Child support	
<input checked="" type="checkbox"/>	Interest, dividends, or royalties	
<input checked="" type="checkbox"/>	Commissions	
<input type="checkbox"/>	Legal settlements	
<input type="checkbox"/>	Insurance payments made directly to the insured	
<input type="checkbox"/>	Insurance payments made specifically for the repayment of a bill, debt, or estimate	

<input checked="" type="checkbox"/>	Veterans Administration (VA) benefits
<input type="checkbox"/>	Earned income of a child under the age of 18
<input type="checkbox"/>	Balance of retirement, pension, or annuity accounts where funds cannot be withdrawn without a penalty.
<input type="checkbox"/>	Income tax refunds
<input type="checkbox"/>	Stipends from senior companion programs, such as VISTA
<input type="checkbox"/>	Funds received by household for the care of a foster child
<input type="checkbox"/>	Ameri-Corp Program payments for living allowances, earnings, and in-kind aid
<input type="checkbox"/>	Reimbursements (for mileage, gas, lodging, meals, etc.)
<input checked="" type="checkbox"/>	<p>Other</p> <p>Worker's compensation is counted as income. For social security and pensions, countable income is gross income minus health deductions.</p>
<p><b>If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.</b></p>	





(FFY 2020 State Plan)

I had remove the answer from 1.6 in the Section 1 because it did not validate the plan without me removing it. It kept saying that because I said NO to 1.4, I need to remove answer from 1.6.

**1.6 How do you ensure there is no difference in the treatment of categorically eligible households from those not receiving other public assistance when determining eligibility and benefit amounts?**

Every household who applies for LIHEAP has to complete the application and have household income within federal poverty guideline specified on the benefit matrix. The household receives the Heating Benefit Amount according to the Delaware Energy Assistance Program Benefit Matrix.

## Section 2 - HEATING ASSISTANCE

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01

OMB Clearance No.: 0970-0075

Expiration Date: 09/30/2020

### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

## Section 2 - Heating Assistance

Eligibility, 2605(b)(2) - Assurance 2

2.1 Designate the income eligibility threshold used for the heating component:

Add	Household size	Eligibility Guideline	Eligibility Threshold
1	All Household Sizes	HHS Poverty Guidelines	200.00%

2.2 Do you have additional eligibility requirements for HEATING ASSISTANCE? ☒ Yes ☐ No

2.3 Check the appropriate boxes below and describe the policies for each.

Do you require an Assets test ? ☐ Yes ☒ No

Do you have additional/differing eligibility policies for:

Renters? ☐ Yes ☒ No

Renters Living in subsidized housing ? ☒ Yes ☐ No

Renters with utilities included in the rent ? ☒ Yes ☐ No

Do you give priority in eligibility to:

Elderly? ☒ Yes ☐ No

Disabled? ☒ Yes ☐ No

Young children? ☒ Yes ☐ No

Households with high energy burdens ? ☐ Yes ☒ No

Other? ☐ Yes ☒ No

Explanations of policies for each "yes" checked above:

**Renters living in subsidized housing:**

The policy for renters living in subsidized housing when heat is not included in the rent is that State specifies the flat payment and the ceiling amount for the rent per month. If rent in subsidized housing is greater than the ceiling amount specified by the State, then the LIHEAP benefit is issued according to the LIHEAP DEAP Benefit Matrix.

**Renters with utilities included in the rent:**

If heat is in rent and the household pays the entire rent amount, the fuel type for the benefit is determined to be electric.

**Elders, Disabled or Young Children:**

Once the LIHEAP applicant has been certified it receives a score.

Household members are associated with a specific LIHEAP application for the fiscal year. This data is stored in household table. On each save of an application a procedure called UpdateLiheapApplication\_S1 executes. Within this procedure all household members are evaluated.

Household members are stored in a table by application number and client identification. The household table references the LIHEAP client table to obtain date of birth and disability status of each member. Once the LIHEAP applicant has been certified it is assigned a score. According to the data received, the points are assigned in the following manner.

One point is added for each member of the household that is disabled. One point is added for each member of the household that is under 6 years at the date of the application. One point is added for each member of the household that is 60 years of age or older at the date of the application.

The date of birth is evaluated against the LIHEAP application date using a procedure named CalculateAge\_F1 to determine age. This procedure returns the age of the member on the date that the application was created. If the age is "60 or over" or is "less than 6" one point is assigned to the application. If the household member has a disability, another point is added. There is no upper limit to the score.

Examples: A) If a household has 10 members and 2 members are 60 or older the application is scored with 2 points. If one of the members is also disabled, then additional point is added bringing the total to 3 points. B) If a household has a child under the age of 6 years, one point is assigned to this application. If another member of the household is older than 5 and less than 60 but is disabled, an addition point is added bringing the total to 2 points. C) If a household has a child under the age of 6 years and is disabled, 2 points assigned to this application.

When these applications are processed for funding the applications with the highest score that are certified are processed first in the order that they were entered into the system, the rest in descending order. Other applications that had a score of zero and are certified are funded last as long as they met the constraints of household size and poverty level. This is a batch process that only funds applications to the extent of the available funding. If at any time during this process there are insufficient funds to fund the current application, it will look at the next application to see if it can fully fund that application. It will repeat this process until the available balance is zero or it runs out of applications.

Example: There are 10 households that scored three, 20 households that scored two, 5 households that scored one and 65 households that scored zero. The available funding is 50,000. The process will first process and fund the 10 households that scored three in the order that they were received. It would next do the same with the 20 households that scored two and so on until it runs out of funds.

#### Determination of Benefits 2605(b)(5) - Assurance 5, 2605(c)(1)(B)

#### 2.4 Describe how you prioritize the provision of heating assistance to vulnerable populations, e.g., benefit amounts, early application periods, etc.

LIHEAP program is priority coded for Elderly, Disabled, and Families with Young Children. In addition, elderly and disabled have the opportunity for early application processing. For additional explanation please see also Section 2.3

#### 2.5 Check the variables you use to determine your benefit levels. (Check all that apply):

<input checked="" type="checkbox"/>	Income
<input checked="" type="checkbox"/>	Family (household) size
<input checked="" type="checkbox"/>	Home energy cost or need:
<input checked="" type="checkbox"/>	Fuel type
<input type="checkbox"/>	Climate/region
<input type="checkbox"/>	Individual bill
<input type="checkbox"/>	Dwelling type
<input checked="" type="checkbox"/>	Energy burden (% of income spent on home energy)
<input type="checkbox"/>	Energy need
<input checked="" type="checkbox"/>	Other - Describe:

Methodology for Calculating Benefits - Delaware is using the methodology that is given by the federal government for calculating poverty levels for the LIHEAP Household Report: "Divide the household's gross income by the dollar amount equal to 100% of the Federal Poverty Guidelines, multiply the result by 100, and express the result as a rounded percent." Hence, Delaware LIHEAP application calculates the poverty percent of the household first and then assigns the benefit amount to the household according to their fuel type.

The calculation of the heating benefit amount is dependent on the Delaware home energy burden data published in the "The Home Energy Affordability Gap" by Fisher, Sheehan & Colton, Public Finance and General Economics, Belmont, Massachusetts. For the federal fiscal year (FFY) 2021 benefit matrix the 2019 report was used, which was published in April 2020. The benefits are also weighted according to the fuel type. The weights are dependent on the average expenditures for heating fuels, published in "Short Term Energy Outlook" by United States Energy Information Administration. For the FFY 2021 benefit matrix, the 2020 EIA information was used, published in March 2020. The subsidized housing flat benefit and rent ceiling are calculated by using "HUD 50th Percentile Rent Estimates" and "HUD Program Section 8 Income Limits" published by Office of Policy Development and Research, United States Department of Housing and Urban Development. For the FFY 2021 benefit matrix the 2020 50th Percentile Rents and FFY 2020 Income Limits were used, issued on 04/10/2020. The calculations for the 2021 benefits have been included in the attachment.

#### Benefit Levels, 2605(b)(5) - Assurance 5, 2605(c)(1)(B)

#### 2.6 Describe estimated benefit levels for FY 2020:

Minimum Benefit	\$100	Maximum Benefit	\$1,550
-----------------	-------	-----------------	---------

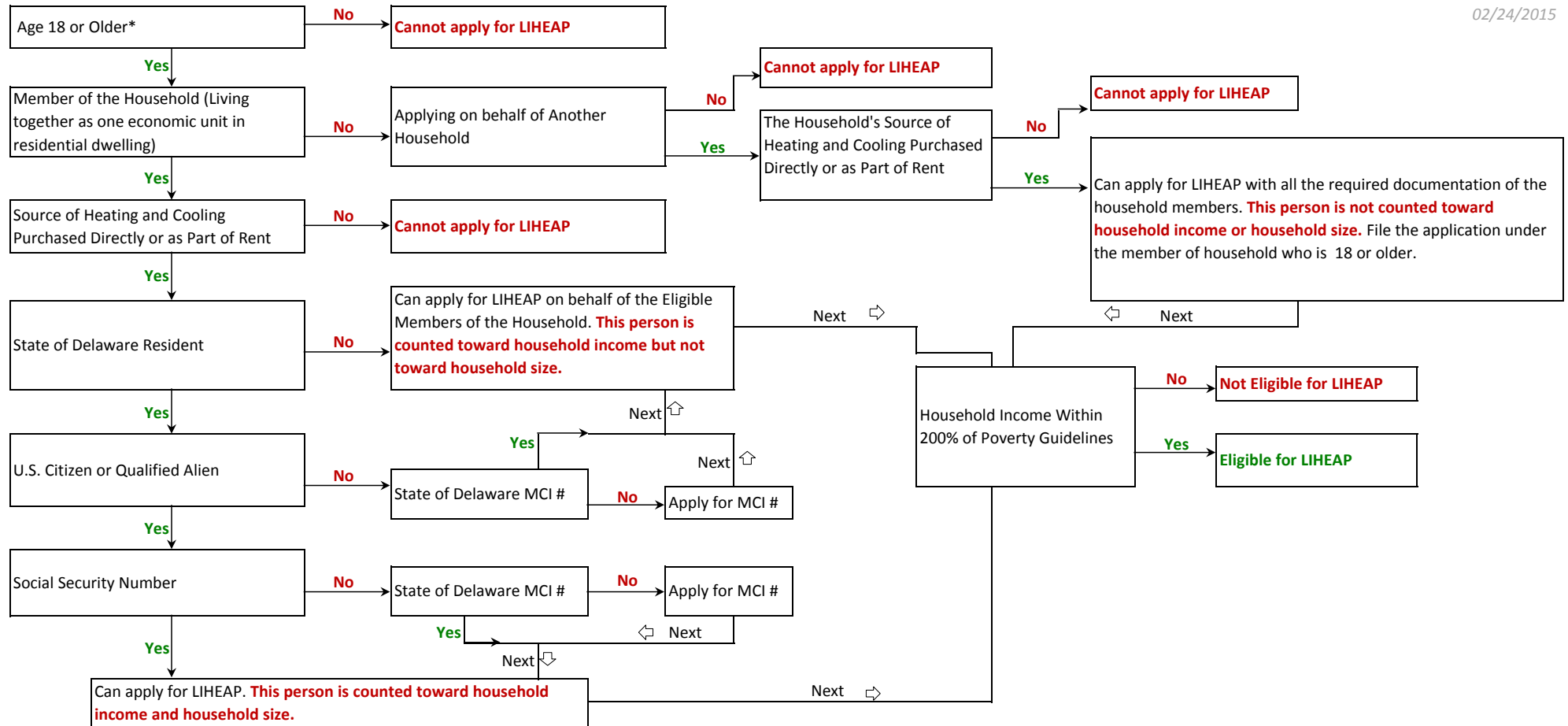
#### 2.7 Do you provide in-kind (e.g., blankets, space heaters) and/or other forms of benefits? ☒ Yes ☐ No

#### If yes, describe.

Yes, we are planning to provide blankets. Blankets are distributed to the clients during the heating or crisis intake process (after the non-profit agency has purchased them). We also provide blankets to clients who receive energy education under Assurance 16 to decrease households' energy bills.

**If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.**

# Diagram for Applying for LIHEAP



\* **LIHEAP Eligibility:** <sup>1</sup>

- A. Purchase Source of Heating or Cooling
- B. Delaware Resident
- C. U.S. Citizen or Qualified Alien
- D. SS# or MCI#
- E. Income Within 200% of Poverty Guidelines <sup>2</sup>

<sup>1</sup> To file for the LIHEAP application for the household you have to be 18 years of age or older.

<sup>2</sup> Ineligible members of the household **are counted** toward household income but **not counted** toward household size.

**Criteria for LIHEAP Benefit of household size 1 :**

- A. Age 18 or Older
- B. Purchase Source of Heating or Cooling
- C. Delaware Resident
- D. U.S. Citizen or Qualified Alien
- E. SS# or MCI#
- F. Income Within 200% of Poverty Guidelines

**Criteria for LIHEAP Benefit of household size 2 and up :**

- A. Age 18 or Older (only the person filing the application)
- B. Purchase Source of Heating or Cooling
- C. DE Resident
- D. U.S. Citizen or Qualified Alien
- E. SS# or MCI#
- F. Income Within 200% of Poverty Guidelines

## 2021 Delaware Energy Assistance Program Benefit Matrix

Household Size<sup>1</sup>:

	1	2	3	4	5	6	7	8	
<sup>3</sup>	\$ 12,760	\$ 17,240	\$ 21,720	\$ 26,200	\$ 30,680	\$ 35,160	\$ 39,640	\$ 44,120	100% Federal Poverty Guideline

Maximum Income Limits for the Poverty Percent Interval:

1	2	3	4 <sup>4</sup>	5	6	7	8	Poverty Percent Interval <sup>2</sup>	PROPANE	KERO, FUEL OIL	ELECTRIC	NATURAL GAS	OTHER
\$ 3,253	\$ 4,396	\$ 5,538	\$ 6,680	\$ 7,823	\$ 8,965	\$ 10,108	\$ 11,250	0% to 25%	\$ 1,487	\$ 1,550	\$ 1,250	\$ 738	\$ 585
\$ 6,443	\$ 8,706	\$ 10,968	\$ 13,230	\$ 15,493	\$ 17,755	\$ 20,018	\$ 22,280	26% to 50%	\$ 1,332	\$ 1,388	\$ 1,120	\$ 661	\$ 524
\$ 9,633	\$ 13,016	\$ 16,398	\$ 19,780	\$ 23,163	\$ 26,545	\$ 29,928	\$ 33,310	51% to 75%	\$ 963	\$ 1,003	\$ 809	\$ 478	\$ 379
\$ 12,823	\$ 17,326	\$ 21,828	\$ 26,330	\$ 30,833	\$ 35,335	\$ 39,838	\$ 44,340	76% to 100%	\$ 696	\$ 725	\$ 585	\$ 345	\$ 274
\$ 16,013	\$ 21,636	\$ 27,258	\$ 32,880	\$ 38,503	\$ 44,125	\$ 49,748	\$ 55,370	101% to 125%	\$ 515	\$ 536	\$ 433	\$ 256	\$ 203
\$ 19,203	\$ 25,946	\$ 32,688	\$ 39,430	\$ 46,173	\$ 52,915	\$ 59,658	\$ 66,400	126% to 150%	\$ 403	\$ 420	\$ 339	\$ 200	\$ 159
\$ 22,393	\$ 30,256	\$ 38,118	\$ 45,980	\$ 53,843	\$ 61,705	\$ 69,568	\$ 77,430	151% to 175%	\$ 345	\$ 360	\$ 290	\$ 172	\$ 136
\$ 25,583	\$ 34,566	\$ 43,548	\$ 52,530	\$ 61,513	\$ 70,495	\$ 79,478	\$ 88,460	176% to 200%	\$ 254	\$ 265	\$ 214	\$ 126	\$ 100

Approved Date 06/01/2020

Updated Dates

<sup>1</sup> Household members represent those related and/or unrelated individuals who are living together as one economic unit for whom residential energy is customarily purchased in common or who make undesignated payments for residential energy in the form of rent.

<sup>2</sup> Poverty Percent Interval for the household is calculated by dividing the household's gross income by the dollar amount equal to 100% of the Federal Poverty Guideline, multiplying the result by 100, and expressing the result as a rounded percent. Gross income is the household's income before any deductions or adjustments, such as taxes or medical costs, are made to the household income.

<sup>3</sup> This row represents 100% of the 2020 Federal Poverty Guidelines that were issued in the Federal Register Volume 85, Number 12, on January 17, 2020 by the U.S. Department of Health and Human Services (HHS) 42 U.S.C. 9902 (2) (<https://aspe.hhs.gov/prior-hhs-poverty-guidelines-and-federal-register-references>). For households with more than 8 persons, add \$4,480 to the 100% Federal Poverty Guideline for each additional person and calculate the Poverty Percent Interval. For example, household with 9 members has 100% federal poverty guideline of \$44,120+\$4,480=\$48,600.

<sup>4</sup> In Delaware \$60,450 = 60 Percent of the Estimated State Median Income for Four-Person Families for Federal Fiscal Year (FFY) 2021, for Use in the Low Income Home Energy Assistance Program (LIHEAP). Published by the Federal Children and Families Administration in the Information Memorandum LIHEAP-IM-2020-02, on May 29, 2020. The LIHEAP statute establishes 150 percent of the federal poverty level as the maximum income level allowed in determining LIHEAP income eligibility, except where 60 percent of state median income is higher.

Flat LIHEAP Benefit for clients living in subsidized housing when heat is not included in the rent is \$ 229 and rent is less or equal to \$ 469 per month  
If rent in subsidized housing is greater than \$ 469 per month, then LIHEAP Benefit is issued based on the LIHEAP Benefit Matrix

Example: Household size 4 with gross income \$ 26,331 belongs into poverty interval 101% to 125% and should receive Electric Benefit of \$ 433



If information has changed in the Home Energy Affordability Gap Report and STEO, then you should enter new data in the yellow cells.

<sup>1</sup> "The Home Energy Affordability Gap" published by Fisher, Sheehan & Colton, Public Finance and General Economics, Belmont, Massachusetts (<http://www.homeenergyaffordabilitygap.com/index.html> or email [roger@fsconline.com](mailto:roger@fsconline.com) )

<sup>2</sup> "Short-Term Energy Outlook" by U.S. Energy Information Administration (<http://www.eia.gov/forecasts/steo/>). Average Consumer Prices and Expenditures for Heating Fuels During the Winter.

<sup>3</sup> Other is delivery price for 1 cord mixed firewood from (<http://mitsdarferbrotherstree.com/firewood>). On Average, it should take ≈ 3 cords hardwood or 5<sup>1/4</sup> cord of softwood for winter

2019		HOME ENERGY BURDEN % <sup>1</sup>				Published	April 2020		HEAG <sup>1</sup>	
Federal Poverty Level		Delaware Counties				Primary Heating Fuel	Penetration by Tenure		Price	Unit
Interval	Max Threshold	Kent	New Castle	Sussex	DE Total		Owner	Renter		
0%-49%	49	38.30	35.80	43.30	37.70	Electricity	27%	48%	\$0.127	kWh <sup>1</sup>
50%-99%	99	20.40	19.10	23.10	20.56	Natural Gas	44%	38%	\$1.057	ccf
100%-124%	124	13.60	12.70	15.40	13.64	Fuel Oil	14%	8%	\$3.255	gallon
125%-149%	149	11.10	10.40	12.60	11.21	Propane	12%	5%	\$3.297	gallon
150%-184%	184	9.10	8.60	10.30	9.19	All other	3%	1%		
185%-199%	199	7.90	7.40	9.00	7.99	Total	100%	100%	<sup>1</sup> Electric heating price	

Fuel Type	Region	Quantity	Unit	Price	Unit	Expenditure	Published	March 2020	STEO <sup>2</sup>	2019-2020		
Propane	NorthEast	481.89	gallons	\$2.921	\$/gallon	\$1,407.62						
Propane	Delaware	553.68	gallons	\$2.616	\$/gallon	\$1,448.21	Primary Heating Fuel	EIA Heating Season Avg. (Oct-March) 2020 Prices	EIA Annual (Jan-Dec) 2019 Prices	Unit	Avg. Expenditures for Heating Fuel	Fuel Type Weights
Heating Oil	US Average	553.68	gallons	\$2.610	\$/gallon	\$1,445.11						
Heating Oil	Delaware	481.89	gallons	\$3.132	\$/gallon	\$1,509.47	Propane	\$2.6156		gallon	\$ 1,448.21	2.54
Natural Gas	NorthEast	62.97	Mcf	\$11.419	\$/Mcf	\$719.10	Heating Oil	\$3.1324		gallon	\$ 1,509.47	2.65
Natural Gas	South	43.24	Mcf	\$11.075	\$/Mcf	\$478.94	Electricity	Not finished	Not finished	kWh	\$ 1,217.56	2.14
Electricity	NorthEast	8165.66	kWh	\$0.170	\$/kWh	\$1,385.24	Natural Gas	Not finished	\$16.2658	mcf	\$ 719.10	1.26
Electricity	South	9139.11	kWh	\$0.115	\$/kWh	\$1,049.88	Other				\$ 570.00	1.00

Default Ceilings and/or Floors:	
A) Maximum Energy Burden Percent in DE Counties	43.30
B) Income threshold for HH size 1 for 0%-25% poverty	\$ 3,253
C) Minimum Energy Burden Percent in DE Counties	7.40

Forecasted winter expenses. Since EIA places DE into South Region, use average of Northeast & South price (Northeast+South)/2 or published US average or only Northeast data. Red values are estimates if EIA has not yet published final values for all data points.

Cost of Other <sup>3</sup>	Cord Price	# of Cords	Total	There is no annual propane & oil data.	
Firewood	\$ 190.00	3	\$ 570.00		
	South	Northeast	Avg. of Northeast & South		
	\$1,049.88	\$1,385.24	\$ 1,217.56	Electric	
	\$478.94	\$719.10	\$ 599.02	Natural Gas	

Choose Estimation Method 2 This cell cannot stay empty

For Power function method enter 1, For Cubic Polynomial method enter 2, For Average of Two Methods enter 3

Optional Constraints:

Specify the maximum Energy Burden Percent (max EB%) for calculating LIHEAP Benefits which you don't want to exceed. It will choose smaller option of two.

If you don't specify max EB%, it will default to smaller choice of two: max EB% in DE Counties or EB% for that poverty level according to the chosen estimation method.

Specify the minimum Energy Burden Percent (max EB%) for calculating LIHEAP Benefits which you don't want to go below. It will choose smaller choice of two.

If you don't specify min EB%, it will default to smaller choice of two: min EB% in DE Counties or EB% for that poverty level according to the chosen estimation method.

Specify the minimum amount for LIHEAP benefit which you don't want to fall below, but it cannot be equal or below \$0.00.

If you don't specify minimum benefit, it will default to \$100 as a minimum benefit .

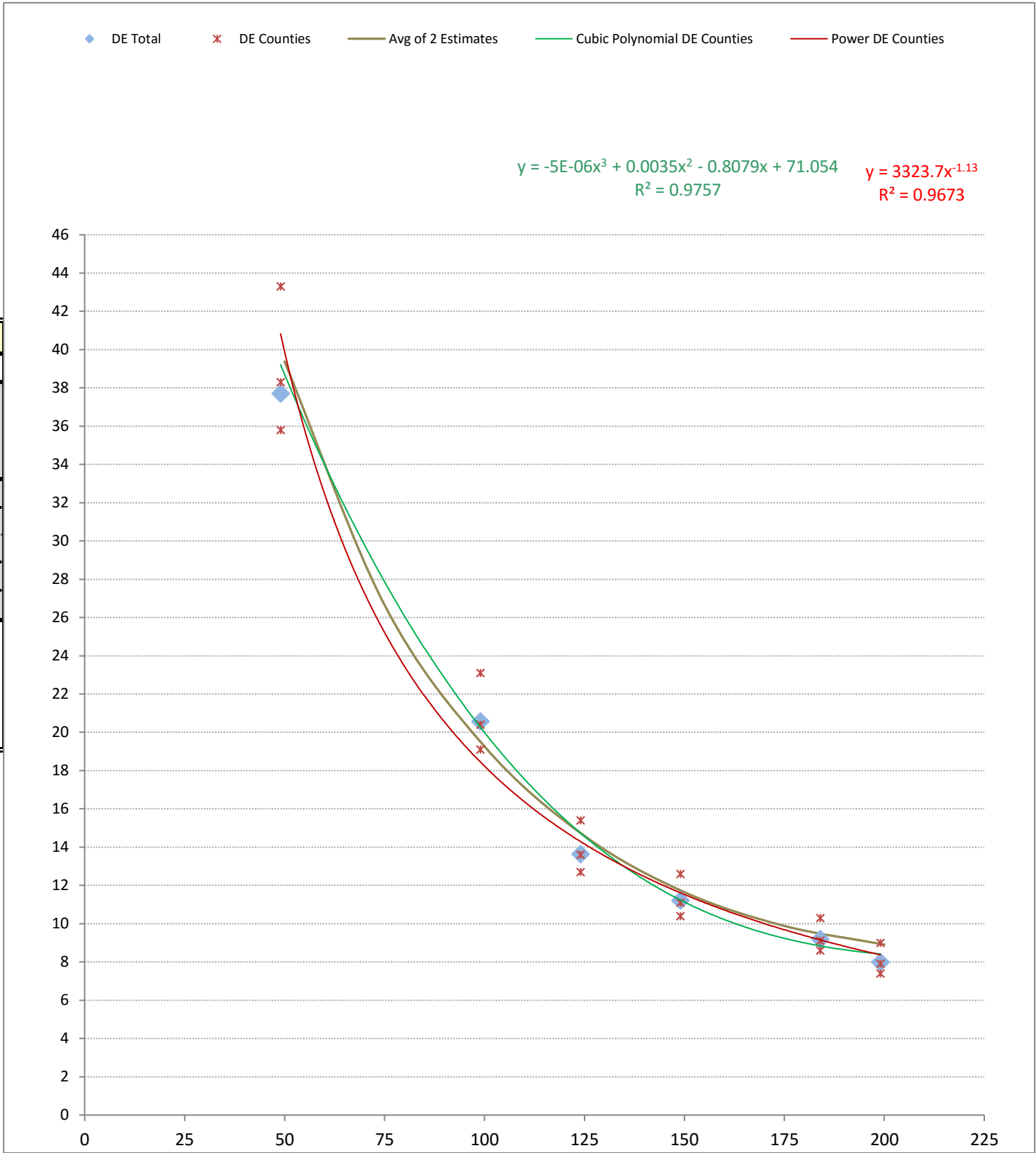
Specify maximum amount for LIHEAP benefit which you don't want to exceed

If you don't specify maximum benefit, it will default to smaller choice of two : Income threshold for HH size 1 for 0%-25% poverty or calculated benefit amount.

WEIGHT CALCULATIONS							
Poverty Level Interval		Energy Burden	Propane	Kero, Fuel Oil	Electric	Natural Gas	Other
Min	Max	Weights	2.54	2.65	2.14	1.26	1.00
0%	25%	43.30	1.10	1.15	0.92	0.55	0.43
26%	50%	38.78	0.99	1.03	0.83	0.49	0.39
51%	75%	28.04	0.71	0.74	0.60	0.35	0.28
76%	100%	20.26	0.51	0.54	0.43	0.26	0.20
101%	125%	14.99	0.38	0.40	0.32	0.19	0.15
126%	150%	11.74	0.30	0.31	0.25	0.15	0.12
151%	175%	10.06	0.26	0.27	0.21	0.13	0.10
176%	200%	7.40	0.19	0.20	0.16	0.09	0.07
Total Points		16.74	4.44	4.62	3.73	2.20	1.75

1) Weights for the heating fuel types should be signed according to the heating costs, from the cheapest to the most expensive. To sign heating fuel weights use STEO Table.

2) Weights for the poverty intervals are signed according to the chosen estimation method, which defines the equation used for estimating the energy burden percents. There is a maximum constraint on the weights to avoid values exceeding the calculated energy burdens. If you don't choose the maximum percent for the energy burden, the default ceiling will be the max energy burden % reported under DE Counties.



Poverty Guidelines	Energy Burden %
Maximum Threshold %	DE Counties
49	38.30
49	35.80
49	43.30
99	20.40
99	19.10
99	23.10
124	13.60
124	12.70
124	15.40
149	11.10
149	10.40
149	12.60
184	9.10
184	8.60
184	10.30
199	7.90
199	7.40
199	9.00

Primary Heating Fuel	\$ 6,000,000.00
Porpane	\$ 720,000.00
Fuel Oil (FO), Kero	\$ 840,000.00
Electric	\$ 1,620,000.00
Natural Gas	\$ 2,640,000.00
Other	\$ 180,000.00

Estimated Allocation of funds for heating by fuel market penetration for owners if contract for heating is

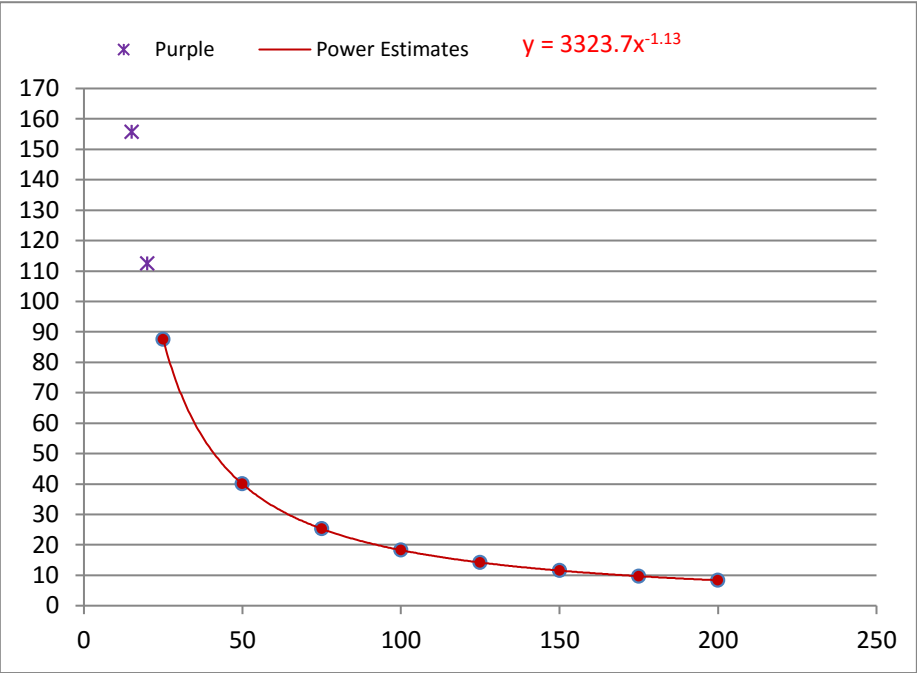
3) Benefit Amounts include a floor on the minimum benefit amount, which is \$100 unless a different amount is chosen for the minimum LIHEAP benefit. Furthermore, there is additional maximum constraint on the benefit amounts to avoid LIHEAP benefits exceeding the income threshold for household size one in the poverty interval 0%-25% determined by Federal Poverty Guidelines.

Poverty Level Interval		Primary Heating Fuel Type				
Min	Max	Propane	Kero, Fuel Oil	Electric	Natural Gas	Other
0%	25%	\$ 1,487	\$ 1,550	\$ 1,250	\$ 738	\$ 585
26%	50%	\$ 1,332	\$ 1,388	\$ 1,120	\$ 661	\$ 524
51%	75%	\$ 963	\$ 1,003	\$ 809	\$ 478	\$ 379
76%	100%	\$ 696	\$ 725	\$ 585	\$ 345	\$ 274
101%	125%	\$ 515	\$ 536	\$ 433	\$ 256	\$ 203
126%	150%	\$ 403	\$ 420	\$ 339	\$ 200	\$ 159
151%	175%	\$ 345	\$ 360	\$ 290	\$ 172	\$ 136
176%	200%	\$ 254	\$ 265	\$ 214	\$ 126	\$ 100

Note: Kerosene is reported under fuel oil for Performance Measures

Method 1 Only enter data in yellow cells

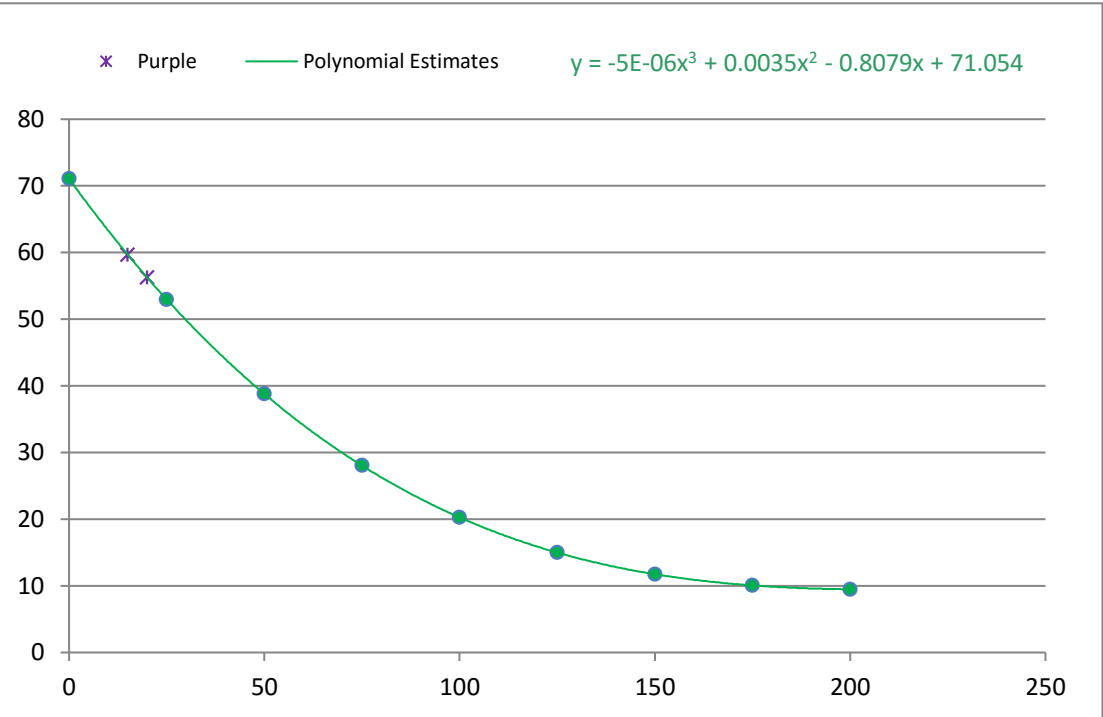
DE Counties Data/ Estimated by Power Function				
Compare to DE Total	Poverty Level Max	Energy Burden	Coefficient	Exponent
Y <sub>0</sub>	x	Y <sub>1</sub>	3323.7	-1.13
37.70	1	3323.70	3323.7	1.0000
37.70	25	87.49	3323.7	0.0263
37.70	50	39.97	3323.7	0.0120
20.56	75	25.28	3323.7	0.0076
20.56	100	18.27	3323.7	0.0055
13.64	125	14.19	3323.7	0.0043
11.21	150	11.55	3323.7	0.0035
9.19	175	9.70	3323.7	0.0029
7.99	200	8.35	3323.7	0.0025
	15	155.83	3323.7	0.0469
	20	112.58	3323.7	0.0339



Use **purple** cells for **x** if you want to see **y<sub>1</sub>** for the poverty level that is not one of the max thresholds in the poverty intervals

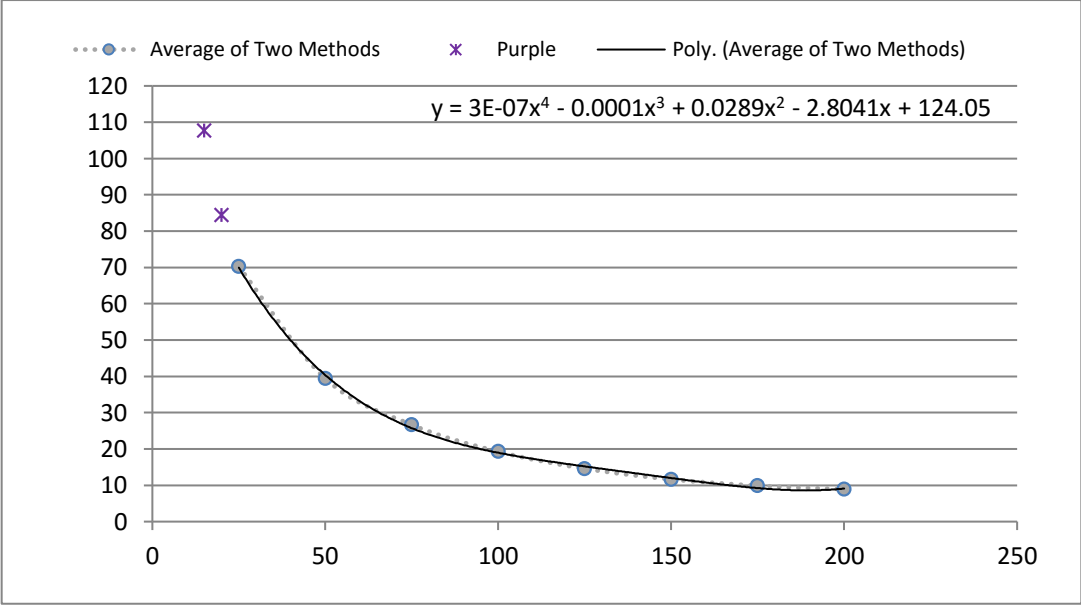
Method 2 Only enter data in yellow cells

DE Counties Data/ Estimated by Cubic Polynomial												
Compare to DE Total	Poverty Level Max	Energy Burden	Cubic Term			Quadratic Term			Linear Term			Constant Term
			Coefficient	Exponent	Variable	Coefficient	Exponent	Variable	Coefficient	Exponent	Variable	
Y <sub>0</sub>	x	Y <sub>1</sub>	-0.000005	3	a <sub>3</sub> x <sup>3</sup>	0.0035	2	a <sub>2</sub> x <sup>2</sup>	-0.8079	1	a <sub>1</sub> x	71.0540
37.70	0	71.0540	-0.000005	0.0000	0.0000	0.0035	0.0000	0.0000	-0.8079	0.0000	0.0000	71.0540
37.70	25	52.9659	-0.000005	15625.0000	-0.0781	0.0035	625.0000	2.1875	-0.8079	25.0000	-20.1975	71.0540
37.70	50	38.7840	-0.000005	125000.0000	-0.6250	0.0035	2500.0000	8.7500	-0.8079	50.0000	-40.3950	71.0540
20.56	75	28.0396	-0.000005	421875.0000	-2.1094	0.0035	5625.0000	19.6875	-0.8079	75.0000	-60.5925	71.0540
20.56	100	20.2640	-0.000005	1000000.0000	-5.0000	0.0035	10000.0000	35.0000	-0.8079	100.0000	-80.7900	71.0540
13.64	125	14.9884	-0.000005	1953125.0000	-9.7656	0.0035	15625.0000	54.6875	-0.8079	125.0000	-100.9875	71.0540
11.21	150	11.7440	-0.000005	3375000.0000	-16.8750	0.0035	22500.0000	78.7500	-0.8079	150.0000	-121.1850	71.0540
9.19	175	10.0621	-0.000005	5359375.0000	-26.7969	0.0035	30625.0000	107.1875	-0.8079	175.0000	-141.3825	71.0540
7.99	200	9.4740	-0.000005	8000000.0000	-40.0000	0.0035	40000.0000	140.0000	-0.8079	200.0000	-161.5800	71.0540
	15	59.7061	-0.000005	3375.0000	-0.0169	0.0035	225.0000	0.7875	-0.8079	15.0000	-12.1185	71.0540
	20	56.2560	-0.000005	8000.0000	-0.0400	0.0035	400.0000	1.4000	-0.8079	20.0000	-16.1580	71.0540



Method 3

Average of Two Methods		
Compare to DE Total	Poverty Level Max	Energy Burden
Y <sub>0</sub>	x	Y <sub>1</sub>
37.70	25	70.23
37.70	50	39.38
20.56	75	26.66
20.56	100	19.26
13.64	125	14.59
11.21	150	11.65
9.19	175	9.88
7.99	200	8.91
	15	107.77
	20	84.42





SUBSIDIZED HOUSING LIHEAP BENEFIT DETERMINATION

<sup>1</sup> HUD 50th Percentile Rent Estimates published at <http://www.huduser.org/portal/datasets/50per.html>

<sup>2</sup> Income Limits published at <http://www.huduser.org/portal/datasets/il.html>

Choose which type of housing do you want to use for limiting rent amount 

1

 0,1,2,3,4 Bedrooms  
If you don't specify housing type, it will default to **housing type with zero bedrooms for a minimum rent**

Choose what percent you want to use from HUD Percentile Rent Estimates  cannot choose 0%  
If you don't specify percent, it will default to **50% of Average HUD 50th Percentile Rent Estimate**

Subsidized housing maximum rent amount for flat LIHEAP Benefit 

\$ 469

SUBSIDIZED HOUSING LIHEAP BENEFIT CALCULATION

2020	HUD 50th Percentile Rent Estimates <sup>1</sup>				
County	Type of Housing (Bedrooms)				
	0	1	2	3	4
Kent	\$ 929	\$ 943	\$ 1,102	\$ 1,576	\$ 1,890
New Castle	\$ 931	\$ 1,091	\$ 1,321	\$ 1,646	\$ 1,890
Sussex	\$ 668	\$ 778	\$ 1,025	\$ 1,428	\$ 1,595
Average	\$ 843	\$ 937	\$ 1,149	\$ 1,550	\$ 1,792
50.00%	\$ 421	\$ 469	\$ 575	\$ 775	\$ 896

Only if the Fair Market Rents are set at the 50th percentile, are these rents the same as the FMR; therefore, take the data directly from the "50th Percentile Rents: Data by County"

2020			
HUD Income Limits			
Median Family Incomes			
Delaware Total	\$ 81,900		
Metropolitan	\$ 81,900		
Non-Metropolitan	\$ 62,300	Unrounded	
Kent	\$ 68,400	\$	68,406
New Castle	\$ 96,600	\$	96,560
Sussex	\$ 75,900	\$	75,949

In keeping with HUD policy, the median family income estimate is rounded to the nearest \$100

County information is from Median Family Income Documentation System

Delaware Total, Metro, and Non-Metro are from Notice on Median Family Incomes for FY

Choose which category of Section 8 Income Limit you want to use for calculating Flat Benefit 

1

 Category 1 (Extreme), Category 2 (Very Low), Category 3 (Low), Category 4 (Average)

Choose if you want to use Average Flat Benefit or Flat Benefit of certain Household Size of the Category that you chose above 

A

 Enter A (Average) or H (Household Size)  
If you don't specify A or H, the Flat Benefit for subsidized housing will default to **minimum amount in the LIHEAP Benefit Matrix**

Choose Household Size for calculating Flat Benefit 

1,2,3,4,5,6,7,8

  
If you choose H but don't specify the Household Size, the Flat Benefit for subsidized housing will default to **minimum amount in the LIHEAP Benefit Matrix**

Flat LIHEAP Benefit Amount if you chose A option 

\$ 229

 Flat LIHEAP Benefit Amount if you chose H option

2020	Income Limits Documentation System								
Section 8 Income Limits <sup>2</sup>									
Category 1		Extremely Low Income							
County	Household Size								
	1	2	3	4	5	6	7	8	
Kent	\$ 14,350	\$ 17,240	\$ 21,720	\$ 26,200	\$ 30,680	\$ 35,160	\$ 39,640	\$ 44,120	
New Castle	\$ 20,300	\$ 23,200	\$ 26,100	\$ 29,000	\$ 31,350	\$ 35,160	\$ 39,640	\$ 44,120	
Sussex	\$ 15,950	\$ 18,200	\$ 21,720	\$ 26,200	\$ 30,680	\$ 35,160	\$ 39,640	\$ 44,120	
Average	\$ 16,867	\$ 19,547	\$ 23,180	\$ 27,133	\$ 30,903	\$ 35,160	\$ 39,640	\$ 44,120	
LIHEAP 100%	\$ 12,760	\$ 17,240	\$ 21,720	\$ 26,200	\$ 30,680	\$ 35,160	\$ 39,640	\$ 44,120	
Difference	24.35%	11.80%	6.30%	3.44%	0.72%	0.00%	0.00%	0.00%	
Normalize	124%	112%	106%	103%	101%	100%	100%	100%	
Flat Benefit	\$ 203	\$ 203	\$ 203	\$ 203	\$ 203	\$ 274	\$ 274	\$ 274	
Average Flat Benefit for Extremely Low Income Households					\$ 229				

Category 2 Very Low Income									
County	Household Size								
	1	2	3	4	5	6	7	8	
Kent	\$ 23,950	\$ 27,400	\$ 30,800	\$ 34,200	\$ 36,950	\$ 39,700	\$ 42,450	\$ 45,150	
New Castle	\$ 33,850	\$ 38,650	\$ 43,500	\$ 48,300	\$ 52,200	\$ 56,050	\$ 59,900	\$ 63,800	
Sussex	\$ 26,600	\$ 30,400	\$ 34,200	\$ 37,950	\$ 41,000	\$ 44,050	\$ 47,100	\$ 50,100	
Average	\$ 28,133	\$ 32,150	\$ 36,167	\$ 40,150	\$ 43,383	\$ 46,600	\$ 49,817	\$ 53,017	
LIHEAP 100%	\$ 12,760	\$ 17,240	\$ 21,720	\$ 26,200	\$ 30,680	\$ 35,160	\$ 39,640	\$ 44,120	
Difference	54.64%	46.38%	39.94%	34.74%	29.28%	24.55%	20.43%	16.78%	
Normalize	155%	146%	140%	135%	129%	125%	120%	117%	
Flat Benefit	\$ 136	\$ 159	\$ 159	\$ 159	\$ 159	\$ 203	\$ 203	\$ 203	
Average Flat Benefit for Very Low Income Households					\$ 172				

Category 3 Low Income									
County	Household Size								
	1	2	3	4	5	6	7	8	
Kent	\$ 38,300	\$ 43,800	\$ 49,250	\$ 54,700	\$ 59,100	\$ 63,500	\$ 67,850	\$ 72,250	
New Castle	\$ 54,150	\$ 61,850	\$ 69,600	\$ 77,300	\$ 83,500	\$ 89,700	\$ 95,900	\$102,050	
Sussex	\$ 42,500	\$ 48,600	\$ 54,650	\$ 60,700	\$ 65,600	\$ 70,450	\$ 75,300	\$ 80,150	
Average	\$ 44,983	\$ 51,417	\$ 57,833	\$ 64,233	\$ 69,400	\$ 74,550	\$ 79,683	\$ 84,817	
LIHEAP 100%	\$ 12,760	\$ 17,240	\$ 21,720	\$ 26,200	\$ 30,680	\$ 35,160	\$ 39,640	\$ 44,120	
Difference	71.63%	66.47%	62.44%	59.21%	55.79%	52.84%	50.25%	47.98%	
Normalize	172%	166%	162%	159%	156%	153%	150%	148%	
Flat Benefit	\$ 136	\$ 136	\$ 136	\$ 136	\$ 136	\$ 136	\$ 159	\$ 159	
Average Flat Benefit for Low Income Households					\$ 142				

Category 4 Average of Flat Benefits (Categories 1 to 3)									
DELAWARE									
	Household Size								
	1	2	3	4	5	6	7	8	
Flat Benefit	\$ 158	\$ 166	\$ 166	\$ 166	\$ 166	\$ 204	\$ 212	\$ 212	
Average Flat Benefit of All Three Categories					\$ 181				

Poverty Level Interval		Average Benefit
Min	Max	
0%	25%	\$ 1,122
26%	50%	\$ 1,005
51%	75%	\$ 726
76%	100%	\$ 525
101%	125%	\$ 388
126%	150%	\$ 304
151%	175%	\$ 261
176%	200%	\$ 192

Enter A (Average) or O (Other)

Poverty Level Interval		Other Benefit
Min	Max	
0%	25%	\$ 585
26%	50%	\$ 524
51%	75%	\$ 379
76%	100%	\$ 274
101%	125%	\$ 203
126%	150%	\$ 159
151%	175%	\$ 136
176%	200%	\$ 100

## Section 3 - COOLING ASSISTANCE

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01

OMB Clearance No.: 0970-0075

Expiration Date: 09/30/2020

### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

### Section 3 - Cooling Assistance

Eligibility, 2605(c)(1)(A), 2605 (b)(2) - Assurance 2

3.1 Designate The income eligibility threshold used for the Cooling component:

Add	Household size	Eligibility Guideline	Eligibility Threshold
1	All Household Sizes	HHS Poverty Guidelines	200.00%

3.2 Do you have additional eligibility requirements for COOLING ASSISTANCE? ☒ Yes ☐ No

3.3 Check the appropriate boxes below and describe the policies for each.

Do you require an Assets test ? ☐ Yes ☒ No

Do you have additional/differing eligibility policies for:

Renters? ☐ Yes ☒ No

Renters Living in subsidized housing ? ☐ Yes ☒ No

Renters with utilities included in the rent ? ☐ Yes ☒ No

Do you give priority in eligibility to:

Elderly? ☒ Yes ☐ No

Disabled? ☒ Yes ☐ No

Young children? ☒ Yes ☐ No

Households with high energy burdens ? ☐ Yes ☒ No

Other? ☐ Yes ☒ No

Explanations of policies for each "yes" checked above:

The Summer Cooling Assistance Program (SCAP) has two components: Electricity and Air Conditioning (A/C). SCAP provides cooling assistance to eligible low-income households to reduce their energy burden by subsidizing the cost of their summer home energy bills and/or paying for the purchase, delivery and installation of room-sized air conditioners (A/C). The purpose of SCAP is to assist low-income households that are especially vulnerable to high temperatures, heat, and humidity. Therefore, the SCAP is targeted to households with members sixty or older, disabled, children five and under, and members that suffer from chronic breathing conditions, such as asthma or chronic obstructive pulmonary diseases of chronic bronchitis or emphysema. However, there can be exceptions to the targeted households depending on the availability of funding.

In addition, since FFY 2016, the SCAP A/C requires that the household has not received an air conditioner under SCAP A/C during the last ten (10) years. If the household is requesting an A/C during this period, they must provide bona fide justification for requesting another air conditioner. (For example, to receive a replacement for a stolen A/C, the applicant has to submit the police report)

3.4 Describe how you prioritize the provision of cooling assistance to vulnerable populations, e.g., benefit amounts, early application periods, etc.

The cooling assistance is only provided to the vulnerable population, unless there is sufficient funding to extend the eligibility for the assistance to other portions of the population.

Determination of Benefits 2605(b)(5) - Assurance 5, 2605(c)(1)(B)

3.5 Check the variables you use to determine your benefit levels. (Check all that apply):

☒ Income

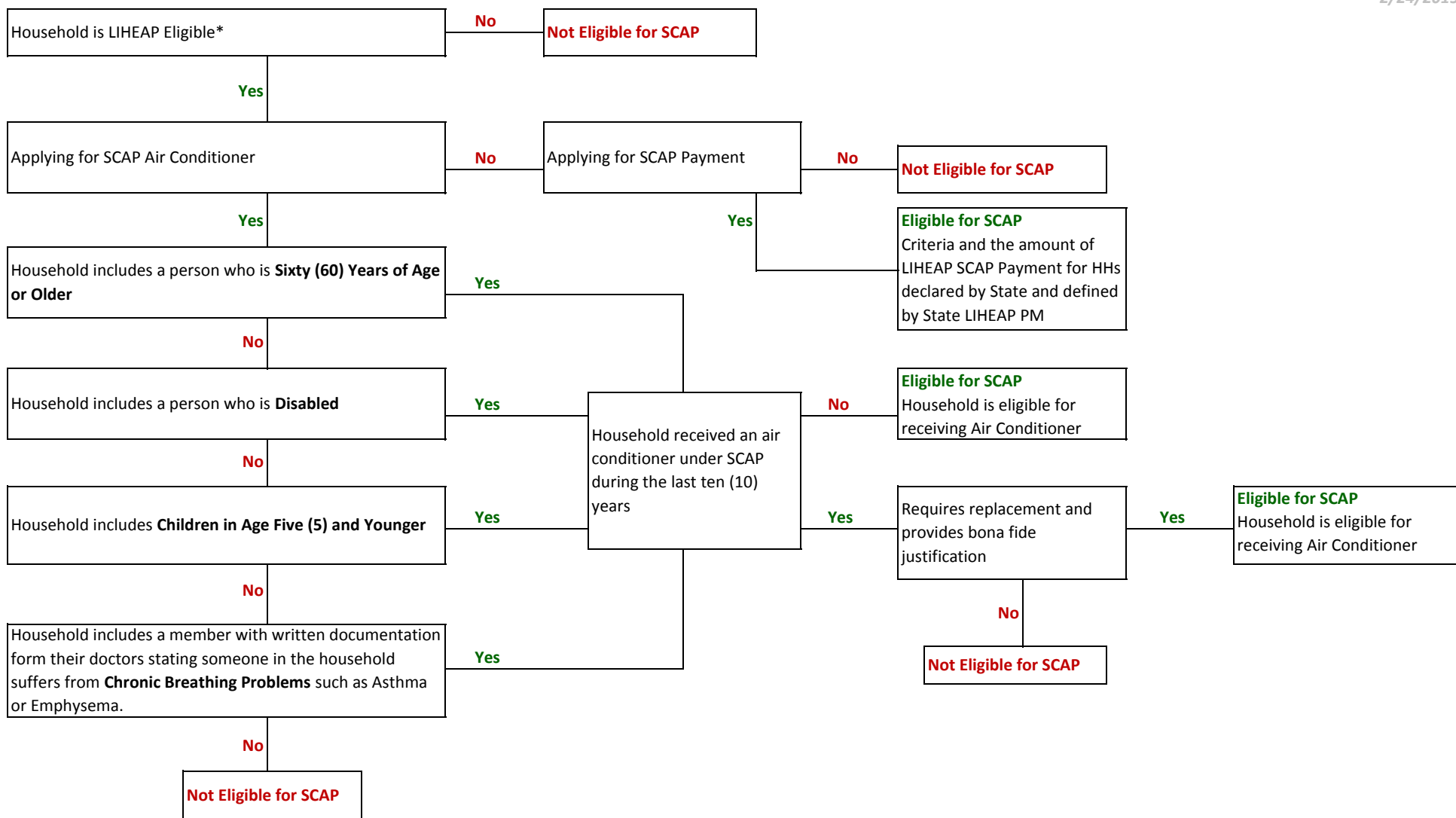
☒ Family (household) size

<input checked="" type="checkbox"/> Home energy cost or need:			
<input type="checkbox"/> Fuel type			
<input type="checkbox"/> Climate/region			
<input type="checkbox"/> Individual bill			
<input type="checkbox"/> Dwelling type			
<input type="checkbox"/> Energy burden (% of income spent on home energy)			
<input type="checkbox"/> Energy need			
<input checked="" type="checkbox"/> Other - Describe:			
<p>Cooling Benefit Matrix is not provided because the Cooling Electric Benefit amount depends on the funds available during the summer and it is distributed only to the LIHEAP eligible households within two-hundred poverty percent interval. Generally the Cooling Electric Benefit is distributed to the households that include vulnerable population members who are sixty or older, disabled, and five or younger. Cooling Electric Benefit is calculated equally between all the eligible households. Hence, all the eligible households usually receive the same amount for the benefit. Air Conditioners are provided only to the LIHEAP eligible households, within two-hundred poverty percent interval, that include vulnerable population members. Hence, the same matrix is relevant for heating and cooling.</p>			
Benefit Levels, 2605(b)(5) - Assurance 5, 2605(c)(1)(B)			
3.6 Describe estimated benefit levels for FY 2020:			
Minimum Benefit	\$1	Maximum Benefit	\$1,000
3.7 Do you provide in-kind (e.g., fans, air conditioners) and/or other forms of benefits? <input checked="" type="radio"/> Yes <input type="radio"/> No			
If yes, describe.			
Yes, we provide fans if they are purchased.			
<p><b>If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.</b></p>			

# Summer Cooling Assistance Program (SCAP) Eligibility Diagram

FINAL

2/24/2015



- \* **LIHEAP Eligibility:**<sup>1</sup>
- A. Purchase Source of Heating or Cooling
  - B. Delaware Resident
  - C. U.S. Citizen or Qualified Alien
  - D. SS# or MCI#
  - E. Income Within 200% of Poverty Guidelines<sup>2</sup>

<sup>1</sup> To file for the LIHEAP application for the household you have to be 18 years of age or older.

<sup>2</sup> Ineligible members of the household **are counted** toward household income but **not counted** toward household size.

## Section 4 - CRISIS ASSISTANCE

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01  
OMB Clearance No.: 0970-0075  
Expiration Date: 09/30/2020

### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

## Section 4: CRISIS ASSISTANCE

Eligibility - 2604(c), 2605(c)(1)(A)

#### 4.1 Designate the income eligibility threshold used for the crisis component

Add	Household size	Eligibility Guideline	Eligibility Threshold
1	All Household Sizes	HHS Poverty Guidelines	200.00%

#### 4.2 Provide your LIHEAP program's definition for determining a crisis.

##### 302. Crisis Intervention Program (CIP)

Crisis Intervention Program has two components; Energy Crisis Intervention Program (ECIP) and Code Purple.

##### 302.1. Energy Crisis Intervention Program (ECIP)

Energy Crisis Intervention Program (ECIP) provides assistance to the eligible households in the form of:

1. **Regular Crisis** that assists households year round with bill or equipment assistance contingent on:

1.1 Distinct weather conditions and financial resources;

1.2 Disaster or State of Emergency.

2. **Flat Crisis** that assists households with portion of energy bill, as a supplemental benefit, if there are adequate funds available and state office declares crisis payment because:

2.1 Prolonged severe or extreme weather event;

2.2 Upsurge in the price of home energy fuel type.

2.3 Disaster or State of Emergency.

Eligible households can receive more than one ECIP benefit per program year depending on the availability of funds and crisis situation.

##### A. ECIP Regular Crisis

ECIP Regular Crisis, is a year-round crisis program that assists eligible households with an energy crisis when the weather conditions of the subsequent 72 hours pose a serious threat to the health or safety of one or more members of the eligible household or when the state declares the state of emergency or disaster.

Regular Crisis is designed for the households that have been disconnected or are in the process of being disconnected from the energy source, or are under payment arrangement to avoid disconnection, or have received a rejection for future energy services. Additionally, the state could authorize a regular crisis benefit to the household for resolving the energy access issue that directly impedes the utilization of FAP benefit.

ECIP Regular Crisis is administered by Contractor and it is activated when the forecast, on any day, at 8:30 a.m. states that within the subsequent 72 hours the heat index is forecasted to be 95 degrees in Fahrenheit or more **OR** if the temperature is forecasted to be at or below 40 degrees in Fahrenheit. Contractor's offices in Wilmington, Dover, and Georgetown will check for their respective forecasts through the National Oceanic and Atmospheric Administration (NOAA).

ECIP is defined as: Assistance during the energy crisis situation. The eligible residents of the State of Delaware with gross household income less than or equal to 200% of poverty guideline, who are responsible for paying an energy bill, are considered to be experiencing an energy crisis whenever:

1. Weather conditions of the subsequent 72 hours pose a serious threat to the health or safety of one or more members of the eligible household **OR** the state has declared Disaster or State of Emergency; **AND**
2. Financial assessment demonstrates the household to be without sufficient resources for alleviating the crisis; **AND**
3. Household has no prospect for receiving resources within forty-eight (48) hours that could alleviate the crisis (Household is determined to be in a life-threatening situation if it can directly or indirectly lead to death of the member of the eligible household unless some form of assistance has been provided no later than eighteen (18) hours after the household has applied for ECIP benefit); **AND**
4. Household utility services for heating and cooling have been disconnected or energy source of delivered fuel vendor 100% depleted with rejection to future services; **OR**
5. Household is under the payment arrangement with utility services or delivered fuel vendor to avoid disconnection/rejection of future services; **OR**
6. Household has received a notice from the utility services for disconnection or has less than 1/4<sup>th</sup> of standard allocation from the delivered fuel vendor with rejection to future services; **OR**
7. Division has authorized crisis payment, which can include emergency repair of non-functional heating or cooling equipment. This section also covers ECIP Regular Crisis benefits authorized by State during Disaster or State of Emergency.

#### **B. ECIP Flat Crisis**

ECIP Assistance can also become available for the eligible households if the State declares the crisis payment to the households as a supplemental benefit because the prolonged severe or extreme weather, or the upsurge in the price of the home energy fuel type, or extreme weather event, or disaster or state of emergency.

#### **C. Disaster or State of Emergency**

In the case of disaster or state of emergency or extreme weather event, like a hurricane, tornado, flood or etc., Delaware will shift its eligibility of crisis component to 60% of the State Median Income (if the 60% SMI is higher than 200% federal poverty guideline).

The LIHEAP disaster policy could be activated by the following possible disasters: Storm, Flood, Tornado, Epidemics, Hurricane, Fire, Explosion, Earthquake, Landslide, Subsidence, CBRN, PH Emergency, Extreme Heat, Extreme Cold/Blizzard, Industrial Accident, Transport Accident, Volcanic Activity, Tsunami.

##### **1. Epidemics Policy**

- 1.1 LIHEAP ECIP Disaster Epidemics Policy is activated when the state declares state of emergency or disaster for managing the spread

of communicable diseases.

1.2 The aim of this policy is to mitigate the households' burden of energy cost accumulated during the quarantine or isolation.

1.3 Under this policy, LIHEAP, as the public health program, will distribute supplemental crisis benefits to the affected households to decrease the risk of negative consequences of subsequent energy crisis to the public health system.

1.4 The amount of the benefit will be determined by the state depending on the available funding. The state will consider:

1.4.1 The duration of the quarantine or isolation; **AND**

1.4.2 Its impact to the wages of the LIHEAP eligible households; **AND**

1.4.3 The effect of the loss of income on the ability of the households to cover its energy expenses.

1.5 If the state declares a quarantine for a specific geographic area or location, LIHEAP will distribute the ECIP benefit to all the LIHEAP eligible households within that area who have applied for LIHEAP during that program year.

1.6 If the state don't declare a quarantine for a specific geographic area or location, the households could be required to apply for supplemental crisis benefit by notifying the intake agency of their epidemics quarantine or isolation.

### 302.2 Code Purple

CODE PURPLE has been deactivated until it has been further analyzed and structured to demonstrate that those benefiting are LIHEAP income eligible.

### 4.3 What constitutes a life-threatening crisis?

The life-threatening situation is considered to be a life-threatening medical condition, such as a member on a life-support or required oxygen/CPAP machine. Household is determined to be in a life-threatening situation, which can directly or indirectly lead to death of the member of the eligible household unless some form of assistance has been provided no later than eighteen (18) hours after the household has applied for ECIP benefit.

### Crisis Requirement, 2604(c)

4.4 Within how many hours do you provide an intervention that will resolve the energy crisis for eligible households? 48Hours

4.5 Within how many hours do you provide an intervention that will resolve the energy crisis for eligible households in life-threatening situations? 18Hours

### Crisis Eligibility, 2605(c)(1)(A)

4.6 Do you have additional eligibility requirements for CRISIS ASSISTANCE?

☒ Yes ☐ No

### 4.7 Check the appropriate boxes below and describe the policies for each

Do you require an Assets test ?

☐ Yes ☒ No

Do you give priority in eligibility to :

Elderly?

☐ Yes ☒ No

Disabled?

☐ Yes ☒ No

Young Children?

☐ Yes ☒ No

Households with high energy burdens?

☐ Yes ☒ No

Other?

☐ Yes ☐ No

In Order to receive crisis assistance:

Must the household have received a shut-off notice or have a near empty tank?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Must the household have been shut off or have an empty tank?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Must the household have exhausted their regular heating benefit?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Must renters with heating costs included in their rent have received an eviction notice ?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Must heating/cooling be medically necessary?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Must the household have non-working heating or cooling equipment?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Other?	<input type="radio"/> Yes <input type="radio"/> No
<b>Do you have additional / differing eligibility policies for:</b>	
Renters?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Renters living in subsidized housing?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Renters with utilities included in the rent?	<input type="radio"/> Yes <input checked="" type="radio"/> No
<b>Explanations of policies for each "yes" checked above:</b>	
<p>In the case of disaster or state of emergency or extreme weather event, like a hurricane, tornado, flood or etc., Delaware will shift its eligibility of crisis component to 60% of the State Median Income (if the 60% SMI is higher than 200% federal poverty guideline). Fur further explanation to 4.7 see the the attached ECIP flow diagram. When the funding is limited, the ECIP flat benefit is distributed only to households with vulnerable population: elderly, disabled, children 5 and under.</p>	
<b>Determination of Benefits</b>	
<b>4.8 How do you handle crisis situations?</b>	
<input checked="" type="checkbox"/>	Separate component
<input type="checkbox"/>	Fast Track
<input type="checkbox"/>	Other - Describe:
<b>4.9 If you have a separate component, how do you determine crisis assistance benefits?</b>	
<input type="checkbox"/>	Amount to resolve the crisis.
<input checked="" type="checkbox"/>	<b>Other - Describe:</b>  Please see for reference the attached ECIP flow diagram. Max for regulated vendor \$1,500, max for non-regulated vendor \$800, max for emergency repair of equipment \$5,000.
<b>Crisis Requirements, 2604(c)</b>	
<b>4.10 Do you accept applications for energy crisis assistance at sites that are geographically accessible to all households in the area to be served?</b>	
<input checked="" type="radio"/> Yes <input type="radio"/> No <b>Explain.</b>	
Catholic Charities offers 4 locations geographically accessible to all households.	
<b>4.11 Do you provide individuals who are physically disabled the means to:</b>	
<b>Submit applications for crisis benefits without leaving their homes?</b>	
<input checked="" type="radio"/> Yes <input type="radio"/> No <b>If No, explain.</b>	
<b>Travel to the sites at which applications for crisis assistance are accepted?</b>	
<input type="radio"/> Yes <input checked="" type="radio"/> No <b>If No, explain.</b>	
<b>If you answered "No" to both options in question 4.11, please explain alternative means of intake to those who are homebound or physically disabled?</b>	
Mail-in and phone-in options are available for elderly and disabled. If the person desires to complete the application submission in person at the intake location, he or she can request for paratransit services from the DART First State, which provides services for disabled persons unable to use public fixed bus routes. <a href="http://dartfirststate.com/information/paratransit/index.shtml">http://dartfirststate.com/information/paratransit/index.shtml</a>	
<b>Benefit Levels, 2605(c)(1)(B)</b>	
<b>4.12 Indicate the maximum benefit for each type of crisis assistance offered.</b>	



Winter Crisis	\$0.00 maximum benefit
Summer Crisis	\$0.00 maximum benefit
Year-round Crisis	\$5,000.00 maximum benefit

**4.13 Do you provide in-kind (e.g. blankets, space heaters, fans) and/or other forms of benefits?**

☒ Yes ☐ No If yes, Describe

Yes, we are planning to provide blankets and fans.

**4.14 Do you provide for equipment repair or replacement using crisis funds?**

☒ Yes ☐ No

If you answered "Yes" to question 4.14, you must complete question 4.15.

**4.15 Check appropriate boxes below to indicate type(s) of assistance provided.**

	Winter Crisis	Summer Crisis	Year-round Crisis
Heating system repair	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Heating system replacement	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cooling system repair	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cooling system replacement	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wood stove purchase	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pellet stove purchase	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Solar panel(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Utility poles / gas line hook-ups	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Other (Specify):</b> ECIP will provide equipment repair or replacement only under emergency as a last resort option, if any other State program, including LIHEAP weatherization program, cannot provide a solution to the crisis and State LIHEAP Office believes that the only way to solve the crisis situation is to utilize the LIHEAP crisis funds.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**4.16 Do any of the utility vendors you work with enforce a moratorium on shut offs?**

☒ Yes ☐ No

If you responded "Yes" to question 4.16, you must respond to question 4.17.

**4.17 Describe the terms of the moratorium and any special dispensation received by LIHEAP clients during or after the moratorium period.**

State of Delaware has moratorium on terminating services, which is dependent on the prevailing temperature. It is codified in the Delaware Administrative Code, Title 26 Public Utilities, Section 3000 Energy Regulations. The Conditions of Termination:

Heating Season

Under no circumstances may a covered utility terminate service for non-payment to a dwelling unit on a day when the National Weather Service reports that the 8:00 A.M. temperature measured at a location in the State of Delaware that is within fifty (50) miles of the subject dwelling unit is thirty-two degrees Fahrenheit (32F) or below on the morning of the date when said service is scheduled for termination.

Cooling Season

Under no circumstances may a covered utility terminate service for non-payment to a dwelling unit on a day when the 8:00 A.M. National Weather Service forecast contains a special weather statement or other information predicting that the Heat Index measured at a location in the State of Delaware that is within fifty (50) miles of the subject dwelling unit may equal or exceed one-hundred-five degrees Fahrenheit (105F) on the date when said service is scheduled for termination.

Below are the winter guidelines from one of the Delaware Primary Energy Vendors:

- 1) In effect from November 1 to March 30;
- 2) The account must have a suspension notice sent by first class mail notifying the customer of intent to disconnect. In addition, an insert detailing the customer's rights and responsibilities and a list of energy assistance organizations will be included with this suspension notice;
- 3) A suspension notice will also be mailed to the service address if the mailing address is different;

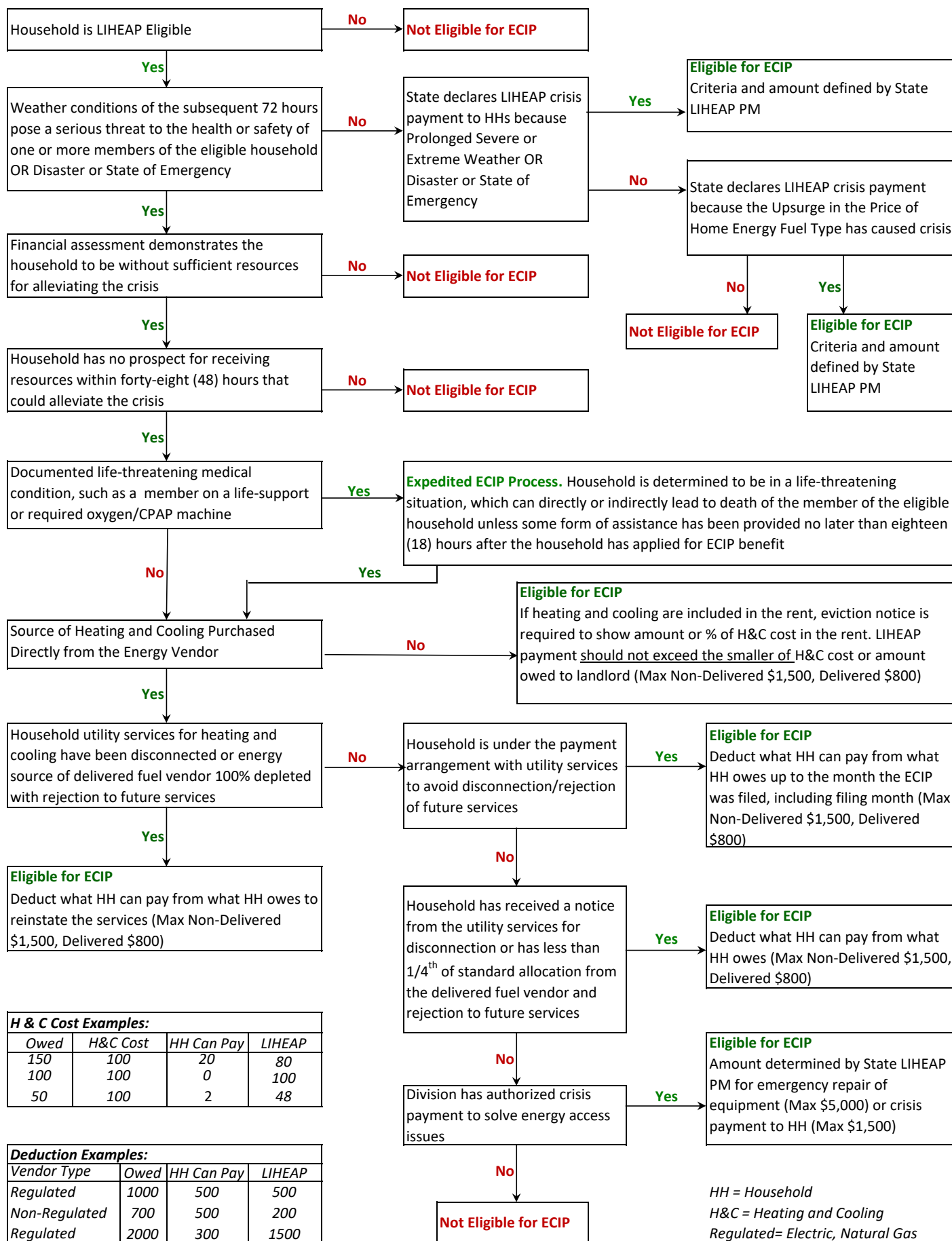
4) After sending the suspension notice but prior to the field visit, two (2) telephone attempts to contact the customer must be made on different days, with one being after 6:00 P.M.;

5) The temperature at 8:00 A.M. on the day of the scheduled field visit must be greater than 32 degrees otherwise scheduled field visits for that day will be postponed.

**If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.**

# Energy Crisis Intervention Program (ECIP) Eligibility Diagram

**FINAL**  
03-03-2020



## H & C Cost Examples:

Owed	H&C Cost	HH Can Pay	LIHEAP
150	100	20	80
100	100	0	100
50	100	2	48

## Deduction Examples:

Vendor Type	Owed	HH Can Pay	LIHEAP
Regulated	1000	500	500
Non-Regulated	700	500	200
Regulated	2000	300	1500
Non-Regulated	1300	200	800

HH = Household  
H&C = Heating and Cooling  
Regulated= Electric, Natural Gas  
Non-Regulated=All Other Sources  
of H&C Energy



# DELAWARE HEALTH AND SOCIAL SERVICES

**DIVISION OF STATE SERVICE CENTERS, OFFICE OF COMMUNITY SERVICES**

(FFY 2016 State Plan)

Requested by Yuliya Rzad, Program Analyst, Office of Community Services  
Yuliya .Rzad@acf.hhs.gov:

Remark ID: 4

The "extreme weather" component of your crisis definition is rather vague. Consider further refining the cases under which weather is considered extreme, as intake workers will need to document the presence of this condition in client files.

*In the case of "extreme weather" the State defines the amount and eligibility criteria, because in this case the "State declares LIHEAP crisis payment to the LIHEAP eligible households because the prolonged severe or extreme weather." For example, the State could apply "extreme weather" situation under following conditions: prolonged heat wave or freeze, more frequent higher or colder temperatures than average in Delaware, natural disaster or storm or force majeure that causes conditions which threaten health and safety of LIHEAP eligible household, etc.*

*It is not up to an individual intake worker to define "extreme weather," the benefit will be distributed to the households that have already been certified by the non-profit to be eligible for the LIHEAP and are in the State LIHEAP system. The only constraints that the State might implement in this case would be to narrow the eligibility criteria to the vulnerable population if there are not enough crisis funds available for all the LIHEAP eligible households or distribute the benefit to a certain geographic area by zip code if the event was geographically specific to a particular area. In these instances, the State will request a list of LIHEAP eligible households according to the specified criteria from the maintainer of the LIHEAP system, currently Delaware Information Resources Management, and distribute an equal benefit amount to all these households. The actual crisis benefit amount will be dependent on the total funds available for this crisis event.*

*State understands the desire of the federal government to define extreme weather more quantitatively, but certain concepts, like force majeure and natural disasters do not always produce the same consequences that could be defined under definite criteria. However, the State would like to conduct further research in the area of climate change and how it has changed the weather patterns and frequencies of the high and low temperatures in Delaware to better understand the need for the crisis funds.*

## Section 5 - WEATHERIZATION ASSISTANCE

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01  
OMB Clearance No.: 0970-0075  
Expiration Date: 09/30/2020

### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

## Section 5: WEATHERIZATION ASSISTANCE

Eligibility, 2605(c)(1)(A), 2605(b)(2) - Assurance 2

5.1 Designate the income eligibility threshold used for the Weatherization component

Add	Household Size	Eligibility Guideline	Eligibility Threshold
1	All Household Sizes	HHS Poverty Guidelines	200.00%

5.2 Do you enter into an interagency agreement to have another government agency administer a WEATHERIZATION component? ☒ Yes ☐ No

5.3 If yes, name the agency. Department of Natural Resources and Environmental Control.

5.4 Is there a separate monitoring protocol for weatherization? ☒ Yes ☐ No

#### WEATHERIZATION - Types of Rules

5.5 Under what rules do you administer LIHEAP weatherization? (Check only one.)

- ☐ Entirely under LIHEAP (not DOE) rules
- ☒ Entirely under DOE WAP (not LIHEAP) rules
- ☐ Mostly under LIHEAP rules with the following DOE WAP rule(s) where LIHEAP and WAP rules differ (Check all that apply):
- ☐ Income Threshold
- ☐ Weatherization of entire multi-family housing structure is permitted if at least 66% of units (50% in 2- & 4-unit buildings) are eligible units or will become eligible within 180 days
- ☐ Weatherize shelters temporarily housing primarily low income persons (excluding nursing homes, prisons, and similar institutional care facilities).
- ☐ Other - Describe:
- ☐ Mostly under DOE WAP rules, with the following LIHEAP rule(s) where LIHEAP and WAP rules differ (Check all that apply.):
- ☐ Income Threshold
- ☐ Weatherization not subject to DOE WAP maximum statewide average cost per dwelling unit.
- ☐ Weatherization measures are not subject to DOE Savings to Investment Ratio (SIR) standards.
- ☐ Other - Describe:

Eligibility, 2605(b)(5) - Assurance 5

5.6 Do you require an assets test? ☐ Yes ☒ No

5.7 Do you have additional/differing eligibility policies for :

Renters	<input checked="" type="radio"/> Yes <input type="radio"/> No
Renters living in subsidized housing?	<input checked="" type="radio"/> Yes <input type="radio"/> No

5.8 Do you give priority in eligibility to:

Elderly?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Disabled?	<input checked="" type="radio"/> Yes <input type="radio"/> No

Young Children?	<input checked="" type="radio"/> Yes <input type="radio"/> No
House holds with high energy burdens?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Other? High Usage	<input checked="" type="radio"/> Yes <input type="radio"/> No
If you selected "Yes" for any of the options in questions 5.6, 5.7, or 5.8, you must provide further explanation of these policies in the text field below.	
<p><b>Renters</b></p> <p>There is a landlord letter and landlord authorization form given to the client, clients are given these items during their application process for WAP.</p> <p>The WAP application data entry and household eligibility is determined during their intake appointment, but the application is not completed until the landlord form is signed and returned. Once returned, the applicant signs the WAP application and the application is officially completed and ready for the next step in WAP's process.</p>	
<b>Priorities</b>	
<p>Because of the high demand for weatherization services, the program frequently has a waiting list for services. The waiting list is comprised of families who have qualified for the program as noted above. In determining the order of weatherization, priority is given to applicants on the waiting list with certain characteristics.</p>	
<b>WAP Rank Algorithm</b>	
Factor: Age	
<b>Range</b>	<b>Points</b>
>= 0 and <= 1	5
>= 2 and <= 4	4
>= 5 and <= 9	3
>= 10 and <= 12	2
>= 13 and <= 17	1
>= 60 and <= 65	1
>= 66 and <= 71	2
>= 72 and <= 77	3
>= 78 and <= 83	4
>= 84	5
Factor: Disabled Members	
1 point for each Disabled Member	

Factor: Occupants	
-------------------	--

Range	Points
> 0 and < 3	1
> 2 and < 5	2
> 4 and < 7	3
> 6 and < 9	4
> 8	5

Factor: High Burden	
If true, add 1 point, otherwise no points	
Factor: High Usage	
If true, add 1 point, otherwise no points	

Factor: Poverty Level	
-----------------------	--

Group	Points
Under 75%	5
75% - 100%	4
101% - 125%	3
126% - 150%	2
Above 150%	1

Once all points are tabulated the applicants are drawn from the list according to the highest point total. In the event families have the same number of points, the oldest actual application date will be used as the tie breaker.

<b>Benefit Levels</b>	
5.9 Do you have a maximum LIHEAP weatherization benefit/expenditure per household? <input type="radio"/> Yes <input checked="" type="radio"/> No	
5.10 If yes, what is the maximum? \$0	
<b>Types of Assistance, 2605(c)(1), (B) &amp; (D)</b>	
5.11 What LIHEAP weatherization measures do you provide ? (Check all categories that apply.)	
<input checked="" type="checkbox"/> Weatherization needs assessments/audits	<input checked="" type="checkbox"/> Energy related roof repair
<input checked="" type="checkbox"/> Caulking and insulation	<input type="checkbox"/> Major appliance Repairs

<input type="checkbox"/> Storm windows	<input type="checkbox"/> Major appliance replacement
<input checked="" type="checkbox"/> Furnace/heating system modifications/ repairs	<input type="checkbox"/> Windows/sliding glass doors
<input checked="" type="checkbox"/> Furnace replacement	<input type="checkbox"/> Doors
<input type="checkbox"/> Cooling system modifications/ repairs	<input checked="" type="checkbox"/> Water Heater
<input checked="" type="checkbox"/> Water conservation measures	<input type="checkbox"/> Cooling system replacement
<input checked="" type="checkbox"/> Compact florescent light bulbs	<input checked="" type="checkbox"/> <b>Other - Describe:</b> On item 5.9, DNREC monitors the cost per home so that it doesnt exceed the Average Cost per Unit of \$7,669. In addition, DNREC ensures that no more than 15% of the total cost per home is spent on Health & Safety (average over the total number of units weatherized). In doing this, we do not restrict the cost for each unit, we manage the overall funds spent in averages to be in compliance with DOE rules.
<p><b>If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.</b></p>	





STATE OF DELAWARE

**DEPARTMENT OF NATURAL RESOURCES AND  
ENVIRONMENTAL CONTROL**

**DIVISION OF CLIMATE, COASTAL & ENERGY**

STATE STREET COMMONS

100 W. WATER STREET, SUITE 10B

DOVER, DELAWARE 19904

**DIRECTOR'S  
OFFICE**

PHONE

(302) 735-3480

June 5, 2020

Häly Laasme – LIHEAP Program Manager  
DHSS Division of State Service Centers  
Charles H. Debnam Building  
1901 North DuPont Highway  
New Castle, DE 19720

Dear Ms. Laasme:

The Department of Natural Resources and Environmental Control's Division of Climate, Coastal, & Energy (DCCE) herein verifies to the Delaware Department of Health and Social Services that the Weatherization Assistance Program (WAP) will follow the federal Department of Energy's rules for weatherization expenditures of funds for the Low-Income Home Energy Assistance Program (LIHEAP) Program Fiscal Year 2021.

If you have any further questions or concerns, please feel free to contact me at 302-735-3480.

Sincerely,

Dayna M. Cobb, Director

cc: Robert Underwood, DCCE Energy Administrator  
Cheryl L. Gmuer, DCCE WAP Program Manager

**Section 6 - Outreach, 2605(b)(3) - Assurance 3, 2605(c)(3)(A)**

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01  
OMB Clearance No.: 0970-0075  
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**LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)  
MODEL PLAN  
SF - 424 - MANDATORY**

**Section 6: Outreach, 2605(b)(3) - Assurance 3, 2605(c)(3)(A)**

**6.1 Select all outreach activities that you conduct that are designed to assure that eligible households are made aware of all LIHEAP assistance available:**

- ☒ Place posters/flyers in local and county social service offices, offices of aging, Social Security offices, VA, etc.
- ☒ Publish articles in local newspapers or broadcast media announcements.
- ☒ Include inserts in energy vendor billings to inform individuals of the availability of all types of LIHEAP assistance.
- ☒ Mass mailing(s) to prior-year LIHEAP recipients.
- ☒ Inform low income applicants of the availability of all types of LIHEAP assistance at application intake for other low-income programs.
- ☐ Execute interagency agreements with other low-income program offices to perform outreach to target groups.
- ☒ Other (specify):  
LIHEAP intake services by telephone for the physically infirmed (ie., elderly or disabled).  
Delaware LIHEAP also conducts outreach by providing various informational booklets and calendars when they are available.  
In addition, Delaware works closely with energy vendors and other non-profits to increase awareness of program.

**If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.**

**LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)  
MODEL PLAN  
SF - 424 - MANDATORY**

Section 7: Coordination, 2605(b)(4) - Assurance 4

7.1 Describe how you will ensure that the LIHEAP program is coordinated with other programs available to low-income households (TANF, SSI, WAP, etc.).

☐

Joint application for multiple programs



Intake referrals to/from other programs

☐

One - stop intake centers

☐

Other - Describe:

DE State Service Centers do intake referrals to LIHEAP. Prime-contractor's intake workers refer clients to other low-income programs and vice versa.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

## Section 8 - Agency Designation,, 2605(b)(6) - Assurance 6

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01

OMB Clearance No.: 0970-0075

Expiration Date: 09/30/2020

### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

#### Section 8: Agency Designation, 2605(b)(6) - Assurance 6 (Required for state grantees and the Commonwealth of Puerto Rico)

##### 8.1 How would you categorize the primary responsibility of your State agency?

<input checked="" type="checkbox"/>	Administration Agency
<input type="checkbox"/>	Commerce Agency
<input checked="" type="checkbox"/>	Community Services Agency
<input type="checkbox"/>	Energy / Environment Agency
<input type="checkbox"/>	Housing Agency
<input checked="" type="checkbox"/>	Welfare Agency
<input type="checkbox"/>	Other - Describe:

##### Alternate Outreach and Intake, 2605(b)(15) - Assurance 15

If you selected "Welfare Agency" in question 8.1, you must complete questions 8.2, 8.3, and 8.4, as applicable.

##### 8.2 How do you provide alternate outreach and intake for HEATING ASSISTANCE?

LIHEAP is administered by Delaware Health and Social Services. Outreach, intake and application processing is performed by our prime contractor, which is a non-profit agency. Additionally, since 2017 program year, the intake has been made more accessible to low-income households by prime contractor rotating staff members between State Service Centers so that there would be one intake worker present during the week in one of the State Service Centers in each county.

Weatherization is administered by another state department, Department of Natural Resources and Environmental Control, which contracts with non-profits to perform LIHEAP weatherization. Division of State Service Centers participates in the application processing on a limited basis and final eligibility determinations for benefits are made by the non-profit agency.

LIHEAP intake and outreach is performed totally separately from that of TANF and SNAP, as two separate Divisions are responsible for the administration of the two programs and they do not share sub-grantees. However, LIHEAP cooperates with other government and non-governmental agencies through referrals, education, and outreach events.

##### 8.3 How do you provide alternate outreach and intake for COOLING ASSISTANCE?

LIHEAP is administered by Delaware Health and Social Services. Outreach, intake and application processing is performed by our prime contractors, which are the non-profit and community action agencies.

LIHEAP intake and outreach is performed totally separately from that of TANF and SNAP, as two separate Divisions are responsible for the administration of the two programs and they do not share sub-grantees. However, LIHEAP cooperates with other government and non-governmental agencies through referrals, education, and outreach events.

#### 8.4 How do you provide alternate outreach and intake for CRISIS ASSISTANCE?

LIHEAP is administered by Delaware Health and Social Services. Outreach, intake and application processing is performed by our prime contractor, which is a non-profit agency. However, sometimes some of the crisis funds are distributed through the State Service Centers to increase access to the crisis benefits.

LIHEAP intake and outreach is performed totally separately from that of TANF and SNAP, as two separate Divisions are responsible for the administration of the two programs and they do not share sub-grantees. However, LIHEAP cooperates with other government and non-governmental agencies through referrals, education, and outreach events.

8.5 LIHEAP Component Administration.	Heating	Cooling	Crisis	Weatherization
8.5a Who determines client eligibility?	Non-profits	Non-profits	Non-profits	Non-profits
8.5b Who processes benefit payments to gas and electric vendors?	Non-profits	Non-profits	Non-profits	
8.5c who processes benefit payments to bulk fuel vendors?	Non-profits	Non-profits	Non-profits	
8.5d Who performs installation of weatherization measures?				Non-profits

**If any of your LIHEAP components are not centrally-administered by a state agency, you must complete questions 8.6, 8.7, 8.8, and, if applicable, 8.9.**

#### 8.6 What is your process for selecting local administering agencies?

Requests for Proposals are conducted in 5 or 10 year cycles depending on the complexity of the solicitation. For weatherization component there exists MOU between two Departments, DHSS and DNREC.

The DNREC holds three-year contracts with their WAP subgrantee, with an option to extend for two one-year periods. Subgrantees are procured through RFP process every 3-5 years.

There are three administering agencies in total for Delaware LIHEAP because the DNREC administers weatherization program through two non-profit agencies and the DHSS administers heating, cooling and crisis through two agencies.

#### 8.7 How many local administering agencies do you use? 3

#### 8.8 Have you changed any local administering agencies in the last year?

- ☒ Yes  
☐ No

#### 8.9 If so, why?

<input type="checkbox"/>	Agency was in noncompliance with grantee requirements for LIHEAP -
<input type="checkbox"/>	Agency is under criminal investigation
<input checked="" type="checkbox"/>	Added agency
<input type="checkbox"/>	Agency closed
<input type="checkbox"/>	Other - describe

At the end of March 2020, an existing Subgrantee was released from their weatherization contract and a new Subgrantee was being procured through the state process. At the time of developing the 2021 LIHEAP State Plan, the procurement process was underway and a selection had not occurred.

**If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.**

## Section 9 - Energy Suppliers,, 2605(b)(7) - Assurance 7

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01  
OMB Clearance No.: 0970-0075  
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### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

#### Section 9: Energy Suppliers, 2605(b)(7) - Assurance 7

##### 9.1 Do you make payments directly to home energy suppliers?

Heating ☒ Yes ☐ No

Cooling ☒ Yes ☐ No

Crisis ☒ Yes ☐ No

Are there exceptions? ☒ Yes ☐ No

##### If yes, Describe.

Clients are issued two party checks when the non-delivered (a/k/a regulated) energy vendor they use does not contract with the State's prime contractor to participate as a fuel vendor under LIHEAP. Clients must select delivered fuel vendors from a comprehensive list of vendors, who contract with the State's prime contractor.

The State's prime contractor issues 1-party checks to HH, who 1) pay for their heat through their lot rent to a mobile home park; or 2) pay for their heat to a 3<sup>rd</sup> party billing company.

##### 9.2 How do you notify the client of the amount of assistance paid?

Once this benefit amount is assigned a letter is printed and mailed to the applicant informing them of their benefit amount.

The expectation is that the clients are informed of their eligibility/benefit within 7 business days.

##### 9.3 How do you assure that the home energy supplier will 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?

All the necessary language is included in the Vendor Agreements.

Delivered fuel vendors don't get reimbursed without proof of fuel delivery. Non-delivered fuel vendors are required to show usage that equals or exceeds the benefit payment, during the DEAP time period of October 1 – April 30. If they cannot, then the remainder of the benefit is returned to the contractor, who returns it to the state.

##### 9.4 How do you assure that no household receiving assistance under this title will be treated adversely because of their receipt of LIHEAP assistance?

Fuel Vendor Contracts. Unregulated vendors may not charge a LHEAP household differently than they charge their other customers. Vendors of delivered fuels get reimbursed after the services to the households have been provided. The crisis payments are dependent on alleviating crisis.

##### 9.5. Do you make payments contingent on unregulated vendors taking appropriate measures to alleviate the energy burdens of eligible households?

☐ Yes ☒ No

If so, describe the measures unregulated vendors may take.

**If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.**

## Section 10 - Program, Fiscal Monitoring, and Audit, 2605(b)(10) - Assurance 10

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ADMINISTRATION FOR CHILDREN AND FAMILIES

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### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

#### Section 10: Program, Fiscal Monitoring, and Audit, 2605(b)(10)

##### 10.1. How do you ensure good fiscal accounting and tracking of LIHEAP funds?

LIHEAP funds are tracked by the Delaware Accounting System called First State Financial Accounting System (FSF) and additionally by utilizing Microsoft Excel Spreadsheets.

DHSS/DSSC/OCS conducts financial and program monitoring on an annual basis with LIHEAP primary contractor. Contracts used by DHSS/DSSC/OCS require that the contractor agency shall maintain complete and accurate financial/accounting records, using (GAAP) along with following LIHEAP policies and procedures. Programmatic activities are monitored regularly through reports, computer printouts and site visits to ensure contract compliance. Findings requiring corrective action are noted in a written report.

LIHEAP system tracks the refund amount from each client. The non-profit sends the State the check for all the refunds it has received from the energy vendors. The check includes the back-up that is a report from the LIHEAP system that shows the allocated benefit, cost of fuel delivered and any refunds on the application. This report can only run for one vendor at a time. The funds are credited based on the coding provided by the program. Program uses the supporting documentation from the non-profit to determine the fiscal year and services to apply the credit. If we receive a credit we do not add the funds back to the purchase order, the funds are returned to the available balance of the grant.

##### Audit Process

##### 10.2. Is your LIHEAP program audited annually under the Single Audit Act and OMB Circular A - 133?

☐ Yes ☒ No

##### 10.3. Describe any audit findings rising to the level of material weakness or reportable condition cited in the A-133 audits, Grantee monitoring assessments, inspector general reviews, or other government agency reviews of the LIHEAP agency from the most recently audited fiscal year.

No Findings ☐

Finding	Type	Brief Summary	Resolved?	Action Taken
1	financial	Time and effort certifications were not documented in accordance with federal requirements.	Corrective action was taken	training changes
2	other	The Division did not furnish all the required federal award identification information 2 CFR 200.331 (a)(1) to its subrecipients at the time of the subaward.	The Division furnished the CFDA information to subrecipients after receiving the corrective action notice. However, contracts executed prior to the corrective action letter were not amended.	procedure/policy changes

##### 10.4. Audits of Local Administering Agencies

What types of annual audit requirements do you have in place for local administering agencies/district offices?  
Select all that apply.

- ☒ Local agencies/district offices are required to have an annual audit in compliance with Single Audit Act and OMB Circular A-133
- ☐ Local agencies/district offices are required to have an annual audit (other than A-133)
- ☒ Local agencies/district offices' A-133 or other independent audits are reviewed by Grantee as part of compliance process.
- ☒ Grantee conducts fiscal and program monitoring of local agencies/district offices

##### Compliance Monitoring



<b>10.5. Describe the Grantee's strategies for monitoring compliance with the Grantee's and Federal LIHEAP policies and procedures: Select all that apply</b>
<b>Grantee employees:</b>
<input checked="" type="checkbox"/> Internal program review
<input checked="" type="checkbox"/> Departmental oversight
<input checked="" type="checkbox"/> Secondary review of invoices and payments
<input checked="" type="checkbox"/> Other program review mechanisms are in place. Describe:
<b>Local Administering Agencies / District Offices:</b>
<input checked="" type="checkbox"/> On - site evaluation
<input checked="" type="checkbox"/> Annual program review
<input type="checkbox"/> Monitoring through central database
<input checked="" type="checkbox"/> Desk reviews
<input checked="" type="checkbox"/> Client File Testing / Sampling
<input type="checkbox"/> Other program review mechanisms are in place. Describe:
WAP is required to obtain the A-133 Single Audit for each of its Subgrantees annually. Each Subgrantee undergoes a complete programmatic monitoring (administrative and technical) annually that is conducted by the Grantee (DNREC) as required by the Department of Energy.
<b>10.6 Explain, or attach a copy of your local agency monitoring schedule and protocol.</b>
<p>At least every two years the primary sub-grantee is monitored by an internal auditor from DSSC. Throughout the year file monitoring is conducted by DSSC. If DNREC and other state agencies receive LIHEAP funds, they are monitored by the DSSC internal auditor.</p> <p>For the purpose of monitoring, eligibility files will be randomly selected by using Microsoft Office Excel functions that generate random numbers between the range specified. =RANDBETWEEN(range bottom, range top), which returns a random integer number between the range specified. The range of the set will be inquired from the contractor whose files are going to be audited. The set will be created from the application numbers.</p> <p>The sample size will be determined according to the following criteria: a) confidence level between 90% and 95% (90 and 95 included); b) margin of error 5% and 10%.</p>
<b>10.7. Describe how you select local agencies for monitoring reviews.</b>
<p><b>Site Visits:</b></p> <p>All agencies are monitored using risk assessment methodology.</p> <p>Local agencies are selected for monitoring based on discussions with the Fiscal Management Unit Administrator and the Fiscal Management Unit Internal Auditor. The Internal Auditor utilizes annual risk assessments of local agencies as well as the review of program monitoring reports completed by the Office of Community Services. We also undertake monitoring based on referrals from other local agencies.</p> <p>Site Visits and Desk Reviews are based on: Prior year findings, risk assessment, referrals, and program monitoring reports.</p>
<p><b>Desk Reviews:</b></p> <p>All agencies are monitored continuously as the state receives the requests for reimbursements.</p> <p>Site Visits and Desk Reviews are based on: Prior year findings, risk assessment, referrals, and program monitoring reports.</p>
<p><b>10.8. How often is each local agency monitored ?</b> Portions of LIHEAP are monitored annually.</p> <p>The WAP is overseen by DNREC and they conduct regular monitorings of their Subgrantees throughout the year along with the annual monitoring of the administrative and technical functions. The two WAP Subgrantees are Catholic Charities and the Energy Coordinating Agency (ECA). Catholic Charities was formally monitored by DNREC in November 2019 by conducting a full review of the administrative and technical functions. The ECA was formally monitored by DNREC in October 2019 by conducting a full review of the administrative and technical functions. This is the second year that ECA has been in the Delaware WAP and Catholic Charities completed their contract with WAP on March 31, 2020; they had been in the program since 2014. WAP is currently undergoing a state procurement process to attract a new Subgrantee to replace Catholic Charities.</p>

The WAP State Program Monitor had conducted 6 formal monitorings throughout the year in the field, in addition to the 11 associated with the annual monitorings. The WAP State Program Monitor also conducts informal visits in the field to review subcontractor work quality, compliance with home energy audits, and health & safety practices.

The next annual monitorings for the WAP Subgrantees will be in October and November 2020.

**10.9. What is the combined error rate for eligibility determinations? OPTIONAL**

**10.10. What is the combined error rate for benefit determinations? OPTIONAL**

**10.11. How many local agencies are currently on corrective action plans for eligibility and/or benefit determination issues? 0**

**10.12. How many local agencies are currently on corrective action plans for financial accounting or administrative issues? 0**

**If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.**



# DELAWARE HEALTH AND SOCIAL SERVICES

DIVISION OF STATE SERVICE CENTERS, OFFICE OF COMMUNITY SERVICES

(FFY 2020 State Plan)

## Audit Process

**10.2. Is your LIHEAP program audited annually under the Single Audit Act and OMB Circular A - 133?**

☐ Yes ☒ No

Further explanation for the question 10.2, requested by Vikki L. Pretlow (Energy Assistance Program Specialist, ACF/OCS/DEA, [vikki.pretlow@acf.hhs.gov](mailto:vikki.pretlow@acf.hhs.gov)):

1. Question 10.2. If the LIHEAP does not receive an annual A-133 audit, please provide information regarding who audits the program?

*According to the auditors of CliftonLarsonAllen LLP, LIHEAP does not need to be audited every year. The CFR that LIHEAP State Office (Haly) is citing is in regards to the requirement of an annual audit over the entire State. The CFR is not specific to LIHEAP. When assessing individual major programs to be tested, LIHEAP is low-risk due to the fact that it was tested in prior year with no findings. Refer to 2 CFR, Subpart F, Section 200.518. As a result, we will not test in FY16.*

Update added on 09/19/2019

**Section 11 - Timely and Meaningful Public Participation, , 2605(b)(12) - Assurance 12, 2605(c)(2)**

<p><b>U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES</b>  <b>ADMINISTRATION FOR CHILDREN AND FAMILIES</b></p>	<p>August 1987, revised 05/92,02/95,03/96,12/98,11/01          OMB Clearance No.: 0970-0075          Expiration Date: 09/30/2020</p>	
<p><b>LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)</b>  <b>MODEL PLAN</b>  <b>SF - 424 - MANDATORY</b></p>		
<p><b>Section 11: Timely and Meaningful Public Participation, 2605(b)(12), 2605(C)(2)</b></p>		
<p><b>11.1 How did you obtain input from the public in the development of your LIHEAP plan?</b>          Select all that apply.</p>		
<p><input type="checkbox"/> Tribal Council meeting(s)</p>		
<p><input checked="" type="checkbox"/> Public Hearing(s)</p>		
<p><input checked="" type="checkbox"/> Draft Plan posted to website and available for comment</p>		
<p><input checked="" type="checkbox"/> Hard copy of plan is available for public view and comment</p>		
<p><input type="checkbox"/> Comments from applicants are recorded</p>		
<p><input checked="" type="checkbox"/> Request for comments on draft Plan is advertised</p>		
<p><input type="checkbox"/> Stakeholder consultation meeting(s)</p>		
<p><input type="checkbox"/> Comments are solicited during outreach activities</p>		
<p><input checked="" type="checkbox"/> <b>Other - Describe:</b> The comments are collected from sub-grantees and the plan is changed accordingly before the public review</p>		
<p><b>11.2 What changes did you make to your LIHEAP plan as a result of this participation?</b></p> <p style="text-align: center;">This section will be amended after public hearing and public comment period if the LIHEAP receives any comments. LIHEAP received no comments.</p>		
<p><b>Public Hearings, 2605(a)(2) - For States and the Commonwealth of Puerto Rico Only</b></p>		
<p><b>11.3 List the date and location(s) that you held public hearing(s) on the proposed use and distribution of your LIHEAP funds?</b></p>		
	Date	Event Description
1	TBD	LIHEAP Federal Grants Application FFY 2021 - Public hearing will be conducted virtually.
<p><b>11.4. How many parties commented on your plan at the hearing(s)?</b> none</p>		
<p><b>11.5 Summarize the comments you received at the hearing(s).</b></p> <p style="text-align: center;">This section will be amended after public hearing and public comment period if the LIHEAP receives any comments. LIHEAP received no comments.</p>		
<p><b>11.6 What changes did you make to your LIHEAP plan as a result of the comments received at the public hearing(s)?</b></p> <p style="text-align: center;">This section will be amended after public hearing and public comment period if the LIHEAP receives any comments. LIHEAP received no comments.</p>		
<p><b>If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.</b></p>		

## Section 12 - Fair Hearings, 2605(b)(13) - Assurance 13

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01  
OMB Clearance No.: 0970-0075  
Expiration Date: 09/30/2020

### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

## Section 12: Fair Hearings, 2605(b)(13) - Assurance 13

12.1 How many fair hearings did the grantee have in the prior Federal fiscal year? None

12.2 How many of those fair hearings resulted in the initial decision being reversed? None

12.3 Describe any policy and/or procedural changes made in the last Federal fiscal year as a result of fair hearings?

None

12.4 Describe your fair hearing procedures for households whose applications are denied.

Applicants or clients who want a formal Fair Hearing should contact the county agency that served them and that office will make the necessary arrangements for such a hearing.

The first step in this process should be an agency conference where agency personnel and the applicant/client try to resolve any difficulties. Please note that this is an informal hearing only, and in no way does it interfere with the applicant's or client's right to request a formal hearing. Those staff members concerned with applicant's/client's specific application, as well as a supervisor, should attempt at this time to explain fully how any decisions were arrived at, and they should take any additional information that the applicant/client wishes to present. If the problem is resolved at this level, the applicant/client should be notified of the decision about any change in determination if applicable, by the appropriate contractor agency. If the applicant/client is still not satisfied with the determination and requests a formal hearing, the appropriate contractor agency will then make arrangements for a fair and impartial hearing.

**The opportunity for a hearing will include the right to appeal from the following:**

1. A denial of benefits, in whole or in part;
2. A change in the amount of benefit;
3. The manner or form of payments;
4. Undue delay in making payment adjustment or acting upon a request or application;
5. A denial of a request for a correction or a deletion in the case file.

**Procedures to follow upon request for Fair Hearing by DEAP applicant/client:**

1. Clearly explain the basis for questioned decisions or actions to DEAP applicant/client;
2. Explain his/her rights and the Fair Hearing proceedings to the applicant/client;
3. Provide the necessary forms and explain to the applicant/client how to file his appeal, and, if necessary, how to fill out the forms; and
4. Advise the applicant/client that he may be represented by an attorney, relative, friend or other spokesperson and explain that he may contact his local bar association to locate the legal services available in the county.

12.5 When and how are applicants informed of these rights?

Applicants are informed of their right to a fair hearing by the intake worker at the time of the appointment. The application signed by the applicant, includes a statement notifying applicants of their right to a fair hearing. The notification about the right to a fair hearing is also included in the paper application and in the eligibility letter.

12.6 Describe your fair hearing procedures for households whose applications are not acted on in a timely manner.

The procedures for fair hearing are exactly the same as for the applications that have been denied. Please see the Section 12.4 for the procedures.

12.7 When and how are applicants informed of these rights?

Please see the Section 12.5 for the answer.

**If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.**

## Section 13 - Reduction of home energy needs, 2605(b)(16) - Assurance 16

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01  
OMB Clearance No.: 0970-0075  
Expiration Date: 09/30/2020

### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

## Section 13: Reduction of home energy needs, 2605(b)(16) - Assurance 16

### 13.1 Describe how you use LIHEAP funds to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance?

DHSS uses LIHEAP funds to provide several Assurance 16 services to eligible clients, including materials with energy education. Assurance 16 is also utilized for in-kind purchases, like blankets and fans.

#### LIHEAP CALENDAR

LIHEAP office uses Assurance 16 funds for printing calendars that include energy education and information about various services for the low-income households, during the program years that it has labor capacity to execute such an activity. The calendar would include comprehensive information about programming available to low-income families in Delaware. Innovative energy savings tips and educational resources to encourage easy to adapt energy consumption behaviors will be included. Information about other home health and safety indicator, such as the Healthy Homes indicators, will be included in order to promote a comprehensive approach to encouraging families to adopt a safe, healthy, and cost-saving lifestyle. Information will also be included in the calendar about the environmental impacts of energy usage.

#### ENERGY EDUCATION Assurance 16

DHSS allocates LIHEAP funds for Assurance 16 to a local agency, First State Community Action Agency, which administers a Replacing/Repairing Heaters & Conserving Energy (RRHACE) Program and a Summer Cooling Assistance Program (SCAP). Both of these programs target low-income households throughout Delaware, and the Assurance 16 Energy Education services are provided as a critical component of each program.

#### RRHACE Assurance 16

Assurance 16 funds are used to support the activities of an Energy Educator. The Energy Educator is responsible for a variety of activities that include the following, at a minimum:

- Provide an initial energy assessment that explores household energy consumption and usage behaviors;
- Determine the baseline of the household's energy use to be used as the metric for change;
- Provide personalized energy education aimed at modifying usage or behaviors elevating energy costs in the household;
- Provide participating households with an Energy Conservation Kit (EcoKit) which is comprised of energy-saving items for household use;
- Assist with the installation of EcoKit materials as appropriate and education participating families on the direct impact on their energy consumption as a result of installing the EcoKit materials;
- Provide budget counseling to mitigate the impact of late fees, disconnection and reconnection charges, etc.;
- Provide referrals and one-on-one support for navigating and accessing other non-LIHEAP resources for which the household may be eligible;
- Periodically generate and review Energy Report Cards with households that present their energy usage over time in a digestible and easy-to-understand infographic manner in order to illustrate the impact of their energy savings efforts.

The Energy Educator facilitates community-based workshops on a variety of energy-related topics. The subject matter of the workshop varies based on the target audience. Workshops are held in a variety of settings and with a broad spectrum of participants. In FFY 2021, FSCAA aims to ramp up community-based educational activities. Interactive workshop sessions targeting specific demographic sectors of low-income communities will be a focus for this year. Seniors and youth engaged in other programming provided at FSCAA, and other DHSS and community partner programs, will be targeted for interactive sessions around energy-saving behaviors.

#### SCAP Assurance 16

Participants in the Summer Cooling Assistance Program receive comprehensive, personalized energy education. Specific education related to the use of the window air conditioner that program provides is a primary focus. Participants in SCAP are also provided with the EcoKit materials as described in the RRHACE Assurance 16 Services section to support reduction in consumption and positive usage behaviors.

#### In-Kind Products: Blankets and Fans

Assurance 16 funds are used for purchasing blankets and fans. Both of these products are necessary for the low-income population because they conserve energy and decrease energy bills. These are low-cost measures aimed at lowering energy usage. By increasing the comfort feel of the home (i.e. warmer with a blanket in winter or cooler with a fan in the summer) program participants are more likely to set thermostats at a more appropriate temperature and thereby reduce their consumption.

### 13.2 How do you ensure that you don't use more than 5% of your LIHEAP funds for these activities?

The LIHEAP program manager tracks and maintains spending limits related to any Assurance 16 activities to ensure that no more than 5% of the LIHEAP funds are used for these activities. Standard operating procedures are in place to ensure multi-level, transparent oversight of spending.

### 13.3 Describe the impact of such activities on the number of households served in the previous Federal fiscal year.

#### RRHACE Assurance 16 Services

The Replacing, Repairing Heaters and Conserving Energy Program is intended to assist families with low incomes in reducing their energy burden. The program achieves this goal by combining the repair or replacement of a home heating system with the personalized Energy Education component funded by Assurance 16. The dual-pronged approach of ensuring a home is equipped with a heating system that is in working order and that the household members are equipped with the knowledge, skills, and tools (i.e. EcoKit materials) to engage in positive energy consumption behaviors has proven to result in reduced energy burden.

The anticipated impacts of these Assurance 16 activities include the following:

- Reduced energy consumption and water consumption due to EcoKit measures and Energy Education;
- Improved health and safety due to energy education from the Energy Educator and the energy conservation workshops;
- Reduced utility bills and arrearages due to financial and budget counseling provided by Energy Educator;
- Reduced utilization of LIHEAP funds due to lower household energy expenses and access to non-LIHEAP.

The RRHACE Program has worked with APPRISE for process evaluation since FFY 2016. FFY 2016 and FFY 2017 focused on assessment of program design, implementation, and impact. FFY 2016 process evaluation included in-depth interviews with staff and program participants. On-site observations were recorded. FFY 2017 evaluation produced a survey targeting 100 RRHACE program participants and further interviews. This evaluation process revealed high levels of client satisfaction, shifts in energy use and behavior, and reduction in household energy bills. Areas of opportunity were identified as well. FFY 2018 collaboration with APPRISE resulted in a comprehensive impact analysis report.

In FFY 2019 APPRISE process evaluation was focused on maximizing the impacts of the program that were previously identified in the FFY 2017 impact report, minimizing cost per outcome to maximize impact of funds available, and ensuring that the program was employing best practices that set the program apart from comparable programs nationwide. APPRISE made a site visit to FSCAA in July 2019 that resulted in the following program recommendations:

- Implementation of a new site and final inspection form based on APPRISE input to ensure accurate, thorough findings are considered when determining whether a heating system will be repaired or replaced to ensure maximum impact of program funds;
- Establishment of minimum qualification level for Site Inspectors based on industry standards – i.e. BPI certification, State Division of Professional Regulation Master HVAC Technician license;
- Incorporating new criteria into final inspection format to shift the focus of the inspection from “is the unit functional” to “is the unit SAFE”;
- Offered insight into negotiating with towns and other municipalities to waive permit fees, etc. due to target audience of program in order to reduce cost per job and increase number of participants the program could impact annually;
- Recommendation to align RRHACE Standard Operating Procedures with leading national Weatherization provider programming as these are tested programs with well documented impacts proven over time;
- Inclusion of draft and combustion testing results in final inspection as safety measure in addition to existing data points provided (gas leak test, flue gas analysis, spillage, furnace temp rising) as a measure of unit’s safety at time of repair or replacement;
- Addition of a checklist to site inspection form to ensure uniformity and a systematic approach to the decision process around repair vs. replacement of a unit;
- Implementation of an innovative ongoing maintenance education program to ensure households are appropriately completing maintenance on units to minimize unnecessary damage to units as a result of negligence;
- Ensure households are registering their units with manufacturer to validate warranties.

#### SCAP Assurance 16 Services

A formal assessment of the SCAP Program has not been completed to date.

The impacts of these Assurance 16 activities in the SCAP Program are as follows:

- Reduced energy consumption and water consumption due to EcoKit measures and Energy Education;
- Improved health and safety due to energy education about the use of air conditioning equipment.

Installation of EcoKit measures in households participating in the SCAP Program result in improved energy use behaviors, reduced energy consumption, reduced water consumption. Program participants are provided with printed literature like brochures that outline energy saving behaviors, tips and tricks for reducing household energy use, and other useful information. The Energy Educator also provides counseling related to programs available by way of the household’s energy provider, financial coaching resources, and other appropriate programming that is available at no cost to the client.

### **13.4 Describe the level of direct benefits provided to those households in the previous Federal fiscal year.**

#### RRHACE Assurance 16 Services

During FFY 2019, 198 households applied for the RRHACE program, from which 102 had their heater replaced and 16 had their heater repaired. During the RRHACE services, the following Assurance 16 services were provided:



- 125 households received EcoKits;
- 125 households received energy education.

#### SCAP Assurance 16 Services

During FFY 2019, 546 households applied for the SCAP program, from which 450 received a room-sized air conditioning unit. During the SCAP services, the following Assurance 16 services were provided:

- 237 households received EcoKits;
- 541 households received energy education.

#### The Energy Conservation Kit (EcoKit) includes the following items:

1. four (4) light-emitting diode bulbs (LEDs),
2. one (1) LED night-light,
3. one (1) two gallon per minute shower head,
4. two (2) one gallon per minute faucet nozzle,
5. one (1) toilet tank bank,
6. one (1) 9V battery operated smoke and CO2 detector [if there is a combustible appliance in the home]
7. one (1) reusable tote bag for grocery shopping

#### Average annual savings per household based on the EcoKit measures are as follows:

- Energy: 845kwh, Water: 5,050 gal, Financial: \$267
- Emissions: CO2: 800 lbs, CH4: 10 gr, N2O: 6 gr
- Energy Saving Kit Cost: \$29.82 per household

While the direct impact of Energy Education, Energy Workshops, budget counseling, and program referrals have not been estimated, it can be assumed based on existing validated research that there are proxy impacts and outcomes from these activities. For example, materials included in the EcoKit are proven to have direct impact on energy consumption (ex. LED light bulbs use less electricity than traditional incandescent bulbs).

**13.5 How many households applied for these services?** Households do not need to apply separately to receive Assurance 16 services. All participants in the RRHACE program are enrolled in A16 Energy Education and receive an EcoKit. EcoKits and Energy Education are also provided to SCAP Program Participants.

**13.6 How many households received these services?** A total of 666 households received Assurance 16 services in conjunction with the RRHACE and SCAP Programs in FFY 2019.

**If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.**



## RRHACE (Heating) Program

### Your Energy Report Card

MCI Number:

Date: 8/3/2016



#### 1. Client Information

<i>Name</i>			<i>Program Start Date</i> 2/17/2016
<i>Street Address</i>			<i>Telephone Number</i>
<i>City</i>	<i>State</i> DE	<i>Zip Code</i>	<i>Quarter</i> April - June 2016

#### 2. Electricity Usage

Your expected usage	Your actual usage	Your usage decreased by an estimated	Result
6,330	5,405	925	Your electric usage was lower than expected

#### 3. Action Plan

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**DATE:** August 19, 2019  
**TO:** Sharon McPhatter and Bernice Edwards, First State Community Action Agency  
**FROM:** Dave Bone (Bone Energy Services) and Daniel Bausch (APPRISE)  
**SUBJECT:** Findings & Recommendation from Review of RRHACE Client Forms for FY 2019 Participants and Returning Clients

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The purpose of this memo is to furnish First State Community Action Agency (First State) with findings and recommendations based on a detailed review of completed client forms for the Replace/Repair Heaters and Conserving Energy (RRHACE) program. First State furnished APPRISE with scanned copies of completed forms for 11 clients that received RRHACE services, including six recent FY 2019 clients and five clients that First State identified as having returned to the program after initial service delivery due to issues with the performance of their heating system. First State provided APPRISE with program forms and documentation for the following RRHACE clients included in this memo:

- FY19 Client #1 - Client MCI: 2799912; Location: Rehoboth Beach
- FY19 Client #2 - Client MCI: 279975; Location: Wilmington
- FY19 Client #3 - Client MCI: 783602; Location: Delmar
- FY19 Client #4 - Client MCI: 351838; Location: Dover
- FY19 Client #5 - Client MCI: 227447; Location: Wilmington
- Repeat Client #1 - Client MCI: 63333; Location: Millsboro
- Repeat Client #2 - Client MCI: 950748; Location: Dover
- Repeat Client #3 - Client MCI: 261527; Location: Millsboro
- Repeat Client #4 - Client MCI: 448704; Location: Wilmington
- Repeat Client #5 - Client MCI: 251334; Location: Hartly
- Repeat Client #6 - Client MCI: 602891; Location: Georgetown

HVAC expert Dave Bone and APPRISE staff reviewed the client forms to assess the initial site inspection approach, the selected services for the client, the actions taken by the subcontractors, the final inspection approach, and the overall implementation of program procedures. The APPRISE team also reviewed the RRHACE program documentation on current procedures to assess the success of program staff and partners in adhering to program guidelines, and to identify opportunities to improve or modify program guidance and documentation.

This memo includes the detailed findings for each client, the overarching findings based on this sample of client forms, and recommendations for improving program procedures and protocols for the delivery of heating equipment services.

## I. RRHACE Client Form Review – Detailed Findings

### **FY19 Client #1 - Client MCI: 2799912; Location: Rehoboth Beach**

*Summary:* 80% AFUE natural gas furnace replaced with 95% AFUE model in mobile home. Work inspected visually but not tested. Repairing the existing system seemed possible but was not explored. Roof repairs may result in later problems around skylights.

#### *Main Findings from Review of Forms:*

- Repair Not Thoroughly Evaluated – The system was replaced when it may have been feasible to complete less expensive repair work.
- Inadequate System Testing – The inspection paperwork does not indicate that unit testing occurred.
- Permit Not Obtained – No permit was obtained although it is required by the city of Rehoboth Beach.
- Roof Repair Concerns – Flashing was sealed at the base of skylights, which may result in future leaks.
- No Final Inspection of Healthy Homes Work – No final inspection was completed on the Healthy Homes work.

*Total Invoiced Costs for Services:* \$5,045.00 (not including FS CAA Inspections)

#### *List of Documented Program Actions:*

Date	Action	Details
1/8/19	Initial Inspection	<ul style="list-style-type: none"> <li>• Existing unit was circa-2010, 80% AFUE furnace in good visual condition (per photos)</li> <li>• Decision made to replace rather than repair with no documented rationale</li> </ul>
2/14/19	Heater Replacement	<ul style="list-style-type: none"> <li>• Completed by Coastal Air for \$3,545</li> <li>• Mobile home furnace, 95% AFUE, similar output capacity to prior unit</li> <li>• No permit indicated</li> </ul>
2/19/19	Final Inspection	<ul style="list-style-type: none"> <li>• Pass – no issues</li> <li>• No testing documented, other than gas leaks</li> <li>• Flex connector inside cabinet not noted by inspector</li> </ul>
4/16/19	Healthy Homes Work	<ul style="list-style-type: none"> <li>• Completed by TAG Construction, LLC for \$1,500</li> <li>• Roof and gutter repairs.</li> <li>• Photos indicate work that may result in poor drainage at base of skylights and possible future leaks.</li> <li>• No final inspection documented.</li> </ul>

**FY19 Client #2 - Client MCI: 279975; Location: Wilmington**

*Summary:* 84% AFUE natural gas boiler replaced with smaller 84% AFUE model. Work inspected visually but not tested. Repairing the existing system seemed unlikely, but it was not explored. Inspector noted damaged pipes prior to boiler replacement but did not have contractor investigate and quote repairs up front.

*Main Findings from Review of Forms*

- Repair Not Thoroughly Evaluated – The system was replaced when it may have been feasible to complete less expensive repair work.
- Pipe Leaks Not Addressed Initially – Pipe leaks under the kitchen were noted at the Initial Inspection, but not addressed as part of system replacement, resulting in unexpected follow-up costs.
- Inadequate System Testing – The inspection paperwork does not indicate that unit testing occurred.
- Permit Obtained – A permit was obtained, as required Wilmington and New Castle County.

*Total Invoiced Costs for Services:* \$8,050.00 (not including FS CAA Inspections)

*List of Documented Program Actions:*

Date	Action	Details
2/7/19	Initial Inspection	<ul style="list-style-type: none"> <li>• Existing unit was circa-1998, 84% AFUE boiler in poor visual condition (per photos)</li> <li>• Decision made to replace rather than repair with no documented rationale</li> <li>• Report notes damaged pipes under kitchen floor</li> <li>• Report notes that no CO/smoke detector is present, but none is documented as being installed</li> </ul>
3/6/19	Healthy Homes Work	<ul style="list-style-type: none"> <li>• Completed by TAG Construction, LLC for \$1,500</li> <li>• Removal of oil tank</li> </ul>
3/13/19	Heater Replacement	<ul style="list-style-type: none"> <li>• Completed by Amstel Mechanical for \$5,075</li> <li>• Hot water boiler, 84% AFUE, lower output capacity than prior unit (88 vs 118 kbtu/hr) without load calculations to justify</li> <li>• Permit obtained and closed</li> </ul>
3/14/19	Healthy Homes Work	<ul style="list-style-type: none"> <li>• Completed by Amstel Mechanical for \$1,475</li> <li>• Repair of leaking pipes</li> <li>• Issue was noted at initial inspection, but not investigated or quoted as part of system replacement</li> </ul>
3/20/19	Final Inspection	<ul style="list-style-type: none"> <li>• Pass – no issues</li> <li>• No testing documented, other than gas leaks</li> <li>• Compliance Checklist indicates all required steps NOT taken</li> </ul>

**FY19 Client #3 - Client MCI: 783602; Location: Delmar**

*Summary:* Possible existing LP gas furnace replaced with 95% AFUE model. Documentation is unclear and no photos provided. No indication that repair of existing furnace considered. Condensing furnace may have been installed in attic, which could result in frozen condensate line. Program funds used to covert house with functional electric baseboards to LP gas.

*Main Findings from Review of Forms:*

- System Type Not Clearly Documented – The existing system type was never clearly document, in writing or with photos.
- Repair Not Thoroughly Evaluated – The system was replaced when it may have been feasible to complete less expensive repair work.
- Inadequate System Testing – The inspection paperwork does not indicate that unit testing occurred. Form indicates gas leak, but no action.
- Potential for Freezing Condensate – A condensing furnace may have been installed in an attic, where cold temperatures could cause the condensate line to freeze
- Permit Not Obtained – No permit was obtained although it is required by the city of Delmar.

*Total Invoiced Costs for Services:* \$2,573.00 (not including FS CAA Inspections)

*List of Documented Program Actions:*

Date	Action	Details
3/1/19	Initial Inspection	<ul style="list-style-type: none"> <li>• Existing unit type is unclear – noted as (functional) electric baseboards and window units, but there is also a note about ducts being present with an air handler in the attic</li> <li>• Decision made to replace rather than repair with no documented rationale</li> <li>• Report notes that no CO/smoke detector is present, but none is documented as being installed</li> </ul>
3/27/19	Heater Replacement	<ul style="list-style-type: none"> <li>• Completed by Megee Plumbing for \$2,573</li> <li>• LP gas furnace, 95% AFUE, location not clear</li> <li>• If furnace is in attic, potential exists for freezing condensate drain</li> <li>• No permit indicated</li> </ul>
3/28/19	Final Inspection	<ul style="list-style-type: none"> <li>• Pass – no issues</li> <li>• No testing documented, other than gas leaks</li> <li>• Form states “Yes” for gas leak, but not action documented</li> </ul>

**FY19 Client #4 - Client MCI: 351838; Location: Dover**

*Summary:* 75% AFUE LP gas furnace replaced with 95% AFUE model. Work inspected visually but not tested. Repairing the existing system seemed possible but was not explored. Roof repairs may result in later problems around skylights.

*Main Findings from Review of Forms*

- Repair Not Thoroughly Evaluated – The system was replaced when it may have been feasible to complete less expensive repair work.
- Inadequate System Testing – The inspection paperwork does not indicate that unit testing occurred.
- Permit Not Obtained – No permit was obtained although it is required by the city of Dover.
- Roof Repair Concerns – Flashing was sealed at the base of skylights, which may result in future leaks.
- No Final Inspection – No final inspection was completed on the Healthy Homes work.

*Total Invoiced Costs for Services:* \$4,440.00 (not including FS CAA Inspections)

*List of Documented Program Actions:*

Date	Action	Details
11/29/18	Initial Inspection	<ul style="list-style-type: none"> <li>• Existing unit was circa-1999, 81% AFUE furnace in good visual condition (per photos)</li> <li>• Decision made to replace rather than repair with no documented rationale</li> </ul>
12/24/18	Heater Replacement	<ul style="list-style-type: none"> <li>• Completed by Hollingsworth Heating for \$2,890</li> <li>• Mobile home furnace, 95% AFUE, higher output capacity (68.4 vs 57.0 kbtu/hr) than prior unit without load calculations to justify</li> <li>• No permit indicated</li> </ul>
1/9/19	Final Inspection	<ul style="list-style-type: none"> <li>• Pass – no issues</li> <li>• No testing documented, other than gas leaks</li> <li>• Flex connector inside cabinet not noted by inspector</li> </ul>
3/11/19	Healthy Homes Work	<ul style="list-style-type: none"> <li>• Completed by TAG Construction, LLC for \$1,550</li> <li>• Roof and ceiling repairs.</li> <li>• Photos indicate work that may result in poor drainage at base of skylights and possible future leaks.</li> <li>• No final inspection documented.</li> </ul>



**FY19 Client #5 - Client MCI: 227447; Location: Wilmington**

*Summary:* 80% AFUE gas furnace replaced with new 80% AFUE model. New unit downsized from existing without documented justification. Work inspected visually but not thoroughly tested. Repairing the existing system may have been possible but was not explored. Quote included chimney liner that was not verified to have been installed.

*Main Findings from Review of Forms:*

- Repair Not Thoroughly Evaluated – The system was replaced when it may have been feasible to complete less expensive repair work.
- Inadequate System Testing – The inspection paperwork does not indicate that unit testing occurred.
- Permit Not Provided – No documentation indicated that a permit was obtained by the subcontractor, although it is required by Wilmington.
- Chimney Liner not Verified – A chimney liner was included in the quote, but not verified to have actually been installed.
- No Final Inspection – No final inspection was completed on the Healthy Homes work.

*Total Invoiced Costs for Services:* \$5,135.00 (not including FS CAA Inspections)

*List of Documented Program Actions:*

Date	Action	Details
12/3/18	Initial Inspection	<ul style="list-style-type: none"> <li>• Existing unit was circa-1990, 80% AFUE furnace in fair visual condition (per photos)</li> <li>• Decision made to replace rather than repair with no documented rationale</li> <li>• Report notes that no CO/smoke detector is present, but none is documented as being installed</li> </ul>
1/14/19	Heater Replacement	<ul style="list-style-type: none"> <li>• Completed by H&amp;H Heating and A/C for \$3,385</li> <li>• Gas furnace, 80% AFUE, lower output capacity (48 vs 65 kbtu/hr) than prior unit without load calculations to justify</li> <li>• Quote includes chimney liner, but invoice only notes flue pipe</li> <li>• No permit indicated, though included in quote</li> </ul>
1/28/19	Final Inspection	<ul style="list-style-type: none"> <li>• Pass – no issues</li> <li>• No testing documented, other than gas leaks</li> <li>• Installation of quoted chimney liner not verified</li> <li>• No filter slot cover present – not noted</li> <li>• Reports incorrectly states AFUE as 95%</li> </ul>
3/20/19	Healthy Homes Work	<ul style="list-style-type: none"> <li>• Completed by TAG Construction, LLC for \$1,750</li> <li>• Roof, gutter, and ceiling repairs.</li> <li>• No final inspection documented.</li> </ul>



**Repeat Client #1 - Client MCI: 63333; Location: Millsboro**

*Summary of Work:* The client participated in 2016 and received heating system repair work (and possibly a replacement). In 2019, the client reported that the unit failed. Multiple trips occurred in 2019, including two trips by subcontractors for work on the heating system.

*Main Findings from Review of Forms:*

- **Inconsistent Documentation** – The original 2016 paperwork only indicates repair work was invoiced. However, the final inspection mentions that the unit was initially replaced. It is unclear if a new unit was installed and later removed, or if the paperwork is inaccurate.
- **Inadequate System Testing** – The inspection paperwork does not indicate that unit testing occurred.
- **Multiple Visits to Address Issue** – In 2019, the client's home was visited by the subcontractor in January to address a reported issue. However, the subsequent visit occurred in February to replace the thermostat.
- **Use of Conditional Final Inspection** – In 2019, the initial work was not followed by an on-site inspection. Instead a conditional approval was issued. Later, the client reported an issue and a new thermostat was installed. A final inspection could have identified this issue prior to approving the original work.

*Total Invoiced Costs for Services:* \$2,269.41 (not including FS CAA Inspections)

*List of Documented Program Actions:*

Date	Action	Details
9/30/16	Heater Replacement	<ul style="list-style-type: none"> <li>• Completed by McGee Plumbing</li> <li>• Gas/electric packaged system</li> <li>• Few documents available</li> <li>• No permits indicated</li> </ul>
10/1/16	Heater Repair	<ul style="list-style-type: none"> <li>• Completed by First Class Heating for \$241.65</li> <li>• Unclear why warranty not utilized</li> </ul>
10/11/16	Final Inspection	<ul style="list-style-type: none"> <li>• Pass – no issues</li> <li>• Notes 10 year parts/20 year heat exchanger warranty</li> </ul>
1/10/19	Initial Inspection	<ul style="list-style-type: none"> <li>• System age/fuel/type described incorrectly</li> <li>• No testing completed</li> <li>• Issues with water heater and kitchen lighting noted</li> <li>• No testing of heater documented</li> </ul>
1/18/19	Heater Repair	<ul style="list-style-type: none"> <li>• Completed by Coastal Air for \$240</li> <li>• Heater found to be functional – no repairs done</li> </ul>
1/28/19	Final Inspection	<ul style="list-style-type: none"> <li>• Conditional approval given</li> <li>• No actual inspection documented</li> </ul>

2/27/19	Heater Repair	<ul style="list-style-type: none"> <li>• Completed by Coastal Air for \$256</li> <li>• Thermostat replaced</li> <li>• No final inspection documented</li> </ul>
3/28/19	Healthy Homes Work	<ul style="list-style-type: none"> <li>• Completed by McGee Plumbing for \$256.98</li> <li>• Kitchen light and switch replaced</li> <li>• No final inspection documented</li> </ul>
4/17/19	Healthy Homes Work	<ul style="list-style-type: none"> <li>• Completed by McGee Plumbing for \$1,274.78</li> <li>• Water heater replaced</li> <li>• No final inspection documented</li> </ul>

**Repeat Client #2 - Client MCI: 950748; Location: Dover**

*Summary:* 75% AFUE LP gas furnace replaced with 95% AFUE model in mobile home. Work inspected visually but not tested. Repairing the existing system seemed possible but was not explored.

*Main Findings from Review of Forms:*

- Original Forms on Past Participation Missing – First State could not locate or provide paperwork on what was completed previously. This means the FY 2019 work may have occurred without knowing what the program previously provided to the client.
- Repair Not Thoroughly Evaluated – The system was replaced when it may have been feasible to complete less expensive repair work.
- Inadequate System Testing – The inspection paperwork does not indicate that unit testing occurred.
- Permit Not Obtained – No permit was obtained although it is required by the city of Dover.

*Total Invoiced Costs for Services:* \$3,645.00 (not including FS CAA Inspections or earlier work)

*List of Documented Program Actions:*

Date	Action	Details
2/5/19	Initial Inspection	<ul style="list-style-type: none"> <li>• Existing unit was circa-2003, 75% AFUE furnace in good visual condition (per photos)</li> <li>• Note from prior service indicates repair could be possible with \$150 part</li> <li>• Decision made to replace rather than repair with no documented rationale</li> </ul>
4/4/19	Heater Replacement	<ul style="list-style-type: none"> <li>• Completed by Coastal Air for \$3,645</li> <li>• Mobile home furnace, 95% AFUE, similar output capacity to prior unit</li> <li>• No permit indicated</li> </ul>
4/4/19	Final Inspection	<ul style="list-style-type: none"> <li>• Pass – no issues</li> <li>• No testing documented, other than gas leaks</li> <li>• Flex connector inside cabinet not noted by inspector</li> </ul>

**Repeat Client #3 - Client MCI: 261527 - Millsboro**

*Summary:* 80% AFUE oil furnace replaced with new 80% AFUE model in mobile home in 2016. New unit upsized without documented justification. Work inspected visually but not thoroughly tested. Repairing the existing system may have been possible but was not explored. System failed in 2019 and required two contractor visits to resolve issue.

*Main Findings from Review of Forms*

- Repair Not Thoroughly Evaluated – The system was replaced when it may have been feasible to complete less expensive repair work.
- Inadequate System Testing – The paperwork indicates that incomplete unit testing occurred during multiple inspections.
- Permit Not Obtained – No permit was obtained for the system replacement.
- Unsuccessful Repairs – One repair visit was unsuccessful in 2019, requiring follow-up by a second contractor after the first contractor could not be reached. Emails also note First State staff visited the home in-between repairs to attempt to re-start the unit.

*Total Invoiced Costs for Services:* \$3,401.11 (not including FS CAA Inspections)

*List of Documented Program Actions:*

Date	Action	Details
7/14/16	Initial Inspection	<ul style="list-style-type: none"> <li>• Existing unit was circa-1997, 80% AFUE oil furnace</li> <li>• Decision made to replace rather than repair with no documented rationale</li> </ul>
9/8/16	Heater Replacement	<ul style="list-style-type: none"> <li>• Completed by Hollingsworth Heating for \$2,785</li> <li>• Oil furnace – quote was for Broan 83% model, but no model or serial number documented on invoice</li> <li>• Quote was for higher output capacity (73 vs 60 kbtu/hr) than prior unit without load calculations to justify</li> <li>• No permits indicated</li> </ul>
9/30/16	Final Inspection	<ul style="list-style-type: none"> <li>• Pass – no issues</li> <li>• Incomplete testing</li> <li>• Compliance Checklist indicates not all required steps taken - many items checked “No”, but should be “N/A”</li> </ul>
1/23/19	Initial Inspection	<ul style="list-style-type: none"> <li>• Prior repairs by client noted but not detailed</li> <li>• States no testing done because “pilot not lit”, but oil heaters have no pilot.</li> </ul>
2/8/19	Heater Repair	<ul style="list-style-type: none"> <li>• Completed by Hollingsworth Heating for \$190</li> <li>• Service including nozzle, filter, adjust blower, check power</li> </ul>
Mid-February	First State Visit	<ul style="list-style-type: none"> <li>• A First State crew chief visited home after client said unit was not working following a cold snap.</li> <li>• Unit was re-started after fuel additive was added.</li> </ul>

2/19/19	Heater Repair	<ul style="list-style-type: none"> <li>• Completed by McGee for \$426.11</li> <li>• Service including electrode adjustment</li> </ul>
3/14/19	Final Inspection	<ul style="list-style-type: none"> <li>• Pass – no issues</li> <li>• Incomplete testing</li> </ul>

**Repeat Client #4 - Client MCI: 448704; Location: Wilmington**

*Summary:* Existing gas furnace replaced with new 80% AFUE model in 2016. Work inspected visually but not thoroughly tested. Repairing the existing system may have been possible but was not explored. Permit not obtained, though in Wilmington/New Castle County. Gas leak repaired in 2019.

*Main Findings from Review of Forms*

- Repair Not Thoroughly Evaluated – The system was replaced when it may have been feasible to complete less expensive repair work.
- Inadequate System Testing – The paperwork indicates that incomplete unit testing occurred during multiple inspections.
- Permit Not Obtained – No permit was obtained for the system replacement.
- Return visit for Gas Leak – A gas leak was found in 2019 and repaired.

*Total Invoiced Costs for Services:* \$3,915.00 (not including FS CAA Inspections)

*List of Documented Program Actions:*

Date	Action	Details
10/4/16	Initial Inspection	<ul style="list-style-type: none"> <li>• Existing systems not clearly documented, including possible unvented heater</li> <li>• AC unit model number documented (rather than heater)</li> <li>• Decision made to replace rather than repair with no documented rationale</li> </ul>
12/28/16	Heater Replacement	<ul style="list-style-type: none"> <li>• Completed by H&amp;H Heating for \$3,590</li> <li>• Gas furnace – 80% AFUE</li> <li>• No permits indicated, though required by Wilmington and included in quote</li> <li>• No discussion of possibility of installing 90+% AFUE model</li> </ul>
1/3/17	Final Inspection	<ul style="list-style-type: none"> <li>• Pass – no issues</li> <li>• Incomplete testing</li> <li>• Compliance Checklist indicates not all required steps taken - many items checked “No”, but should be “N/A”</li> </ul>
1/22/19	Initial Inspection	<ul style="list-style-type: none"> <li>• No documentation of reason for visit</li> <li>• Little testing documented</li> <li>• Gas leak noted – no other issues</li> </ul>
2/22/19	Heater Repair	<ul style="list-style-type: none"> <li>• Completed by Buckingham HVAC for \$325</li> <li>• Repair gas leak resulting from crack</li> </ul>
2/25/19	Final Inspection	<ul style="list-style-type: none"> <li>• Pass – no issues</li> <li>• Incomplete testing</li> </ul>

**Repeat Client #5 - Client MCI: 251334; Location: Hartly**

*Summary:* Packaged heat pump installed to replace 80% AFUE propane furnace in mobile home in 2016. Contractor didn't figure out new electric service was needed until AFTER heat pump installed, costing extra \$2,200. In 2018, customer came back stating heat pump not working and program then replaced the LP gas furnace, leaving the heat pump non-functional. In addition, customer electrical not working properly despite program upgrade of service panel.

*Main Findings from Review of Forms*

- Repair Not Thoroughly Evaluated – The original system was replaced when it may have been feasible to complete less expensive repair work.
- Electrical Issues Not Addressed Initially – Electrical issues were noted at the Initial Inspection, but not addressed as part of system replacement, resulting in unexpected follow-up costs to upgrade the service to the house
- Inadequate System Testing – The paperwork indicates that incomplete unit testing occurred during multiple inspections.
- Permits Not Obtained – No permits were obtained for the system replacements.
- New Heat Pump Installed Then Abandoned – A new packaged heat pump was installed in 2016 for \$4,490 then abandoned in 2019 by replacing original LP gas furnace for another \$3,495.

*Total Invoiced Costs for Services:* \$10,717.00 (not including FS CAA Inspections)

*List of Documented Program Actions:*

Date	Action	Details
3/22/16	Initial Inspection	<ul style="list-style-type: none"> <li>• Existing unit was 80% AFUE furnace. No age/serial number recorded.</li> <li>• Existing systems not clearly documented, including possible unvented heater</li> <li>• Decision made to replace rather than repair with no documented rationale</li> <li>• Report notes that no CO/smoke detector is present, but none is documented as being installed</li> <li>• Electrical issues (tripping breakers) noted</li> </ul>
4/25/16	Heater Replacement	<ul style="list-style-type: none"> <li>• Completed by R.S. Bauer, LLC for \$4,490</li> <li>• Packaged heat pump (14 SEER/8.0HSPF) installed on existing ductwork</li> <li>• No permits indicated</li> </ul>
4/25/16	Healthy Homes	<ul style="list-style-type: none"> <li>• Completed by R.S. Bauer, LLC for \$532</li> <li>• Duct repairs</li> </ul>
5/5/16	Final Inspection	<ul style="list-style-type: none"> <li>• Pass – but stated that electrical service now needed to be upgraded</li> <li>• Compliance Checklist not completed</li> </ul>

6/20/16	Healthy Homes	<ul style="list-style-type: none"> <li>• Completed by Superior Electric Services for \$2,200</li> <li>• Upgrade electric service from 100A to 200A</li> <li>• No permits indicated</li> </ul>
6/30/16	Final Inspection	<ul style="list-style-type: none"> <li>• Pass – no issues</li> <li>• No Compliance Checklist included in file</li> </ul>
10/8/18	Initial Inspection	<ul style="list-style-type: none"> <li>• States heater is propane, rather than replacement heat pump installed in 2016</li> <li>• States that old gas heater was never removed and is still non-functional</li> <li>• States that heat pump is also now non-functional</li> <li>• States that electricity is not working in front of house, despite upgraded electrical service</li> </ul>
12/21/18	Heater Replacement	<ul style="list-style-type: none"> <li>• Completed by Buckingham HVAC for \$3,495</li> <li>• LP gas furnace, 80% AFUE</li> <li>• Incorrect model number recorded</li> <li>• No testing documented</li> <li>• No permits indicated</li> </ul>
1/10/19	Final Inspection	<ul style="list-style-type: none"> <li>• Pass – no issues</li> <li>• No Compliance Checklist included in file</li> <li>• No testing documented</li> </ul>



**Repeat Client #6 - Client MCI: 602891; Location: Georgetown**

*Summary:* Existing LP gas furnace repaired in 2015 at a cost of \$550. In 2018, unit failed again was replaced with new unit. Invoices and inspection documents indicate that 95% AFUE model was installed for \$2143. Work inspected visually but not properly tested. Additional repairs to the existing system (rather than replacement) may have been possible but was not explored.

*Main Findings from Review of Forms*

- Repair Not Thoroughly Evaluated – The original system was replaced (in 2019) when it may have been feasible to complete less expensive repair work.
- Inadequate System Testing – The paperwork indicates that incomplete or incorrect unit testing occurred during multiple inspections.

*Total Invoiced Costs for Services:* \$2,890.22 (not including FS CAA Inspections)

*List of Documented Program Actions:*

Date	Action	Details
1/25/15	Initial Inspection	<ul style="list-style-type: none"> <li>• Existing systems not clearly documented, including possible unvented heater and electric heat</li> <li>• Decision made to repair rather than replace with no documented rationale</li> </ul>
1/26/15	Heater Repair	<ul style="list-style-type: none"> <li>• Completed by Megee Plumbing for \$94</li> <li>• Diagnostic visit – determined gas valve has failed</li> </ul>
1/29/15	Heater Repair	<ul style="list-style-type: none"> <li>• Completed by Megee Plumbing for \$456.22</li> <li>• Replaced gas valve</li> </ul>
2/5/15	Final Inspection	<ul style="list-style-type: none"> <li>• Pass – no issues</li> <li>• No testing completed</li> <li>• Compliance Checklist indicates not all required steps taken - many items checked “No”, but should be “N/A”</li> </ul>
10/23/18	Initial Inspection	<ul style="list-style-type: none"> <li>• Existing systems not clearly documented - states electric heating, but propane fuel available and propane furnace was repaired in 2015</li> <li>• Decision made to replace rather than repair with no documented rationale</li> </ul>
1/4/19	Heater Replacement	<ul style="list-style-type: none"> <li>• Completed by Megee Plumbing for \$2143</li> <li>• LP gas furnace, 95% AFUE</li> <li>• Permit not required in Georgetown</li> </ul>
1/4/19	Healthy Homes Work	<ul style="list-style-type: none"> <li>• Completed by Megee Plumbing for \$197</li> <li>• Repair disconnected ducts</li> </ul>
1/17/19	Final Inspection	<ul style="list-style-type: none"> <li>• Pass – no issues</li> <li>• Model and serial number not documented</li> <li>• Testing results not appropriate for system type</li> </ul>

## II. Overarching Findings and Recommendations

Overall, the review found that the RRHACE program is successfully restoring heat to low-income households by providing new or repaired heating systems. In general, the client forms and photographs of completed work confirm that subcontractors are installing the equipment with limited issues and at a reasonable cost. However, this review did identify areas for improving the RRHACE program protocols, service delivery, and inspection procedures. This section includes findings and recommendations from this review.

1. The forms we reviewed demonstrated that inspectors had limited or no information about the specific issues that clients reported when they sought assistance or contacted First State about issues with their equipment. While inspectors conduct a client interview during their site inspection, the specific issues that clients report with the equipment is not clearly and uniformly documented for all clients.

**Recommendation:** The nature of the customer's problem with their heating system should be documented at the start of the process and during the site inspection. A very basic description of the problem could be documented during the intake stage by the State Service Centers. This should be provided to the inspector when they go out for the site inspection. The inspector could then ask the client if the description is still correct. For example, the intake form and site inspection form could be modified to require staff to select from a simple menu of options and add any pertinent details:

a. Client-reported Issue with Heater:

- i. *Non-Operational:* Heater will not turn on at any time
- ii. *Malfunctioning – Sporadic:* Heater sometimes will not turn on or operate correctly
- iii. *Malfunctioning – Low/Weak:* Heater output is not adequate to heat house
- iv. *Malfunctioning – Safety:* Not using heater due to safety concern (gas or burning smell, noise, etc.)

1. Details: \_\_\_\_\_

2. The program forms do not include a set of systematic steps for inspectors to take to determine if a unit should be replaced or repaired. Inspectors do not currently document how they determine that a system should be replaced, rather than repaired. This review identified several clients with heating systems that appeared to be repairable based on the unit condition and age, but were replaced without a clear justification.

**Recommendation:** The program should develop clear guidelines for use in determining whether to repair or replace heaters. These guidelines should be based on equipment age, condition, efficiency, and associated repair/replace costs (as outlined in the memo "APPRISE Recommendations for Site Inspection Protocols and Revising the Site Inspection Form" from July 30, 2019). The decision process should be documented on the inspection form.

3. Inspectors have limited training in HVAC systems and equipment testing/diagnosis. As a result, the inspections appear to not be identifying installation issues or subcontractor work quality issues, resulting in a portion of clients requiring later visits to remediate issues.

**Recommendation:** As outlined in the memo “APPRISE Recommendations for RRHACE Inspector Qualifications & Responsibilities” from July 30, 2019, all inspectors for the RRHACE program should have HVAC experience, a relevant certification, and thorough training on several topics, including the following:

- a. Theory of operation of typical heaters.
  - b. Diagnosis of basic problems (e.g. failed thermostat) to judge feasibility of repair vs. replacement.
  - c. Combustion safety testing procedures.
  - d. Determining heater age based on the unit serial number.
4. This review identified several jobs where the new unit had a different output capacity than the original unit, without a clear justification explaining the change. Load calculations do not appear to currently be required for equipment replacements where the proposed system has a different output capacity than the original system. As a result, the equipment that subcontractors propose may not be properly sized.

**Recommendation:** The subcontractor bids should always include the output capacity for the unit the subcontractor is proposing, and if the output capacity differs from the output capacity of the existing unit, a load calculation should be provided by the subcontractor to ensure proper replacement equipment sizing.

5. The types of equipment installed appear to generally be appropriate and include units of equivalent or higher efficiency. However, it appears that the efficiency levels selected vary and there is not a consistent procedure for determining the level of efficiency for replacement units.

**Recommendation:** First State should consider developing and implementing procedures to determine the efficiency or range of efficiency options that are appropriate for different scenarios. For homes with boilers, non-condensing boilers should be installed where the venting system is found to be in acceptable condition, rather than condensing boilers, which add substantial installation and maintenance costs and rarely achieve their rated efficiencies in real-world conditions. For furnaces, high efficiency models should be installed if there are existing issues in the chimney. However, equivalent efficiency models may also be appropriate to install, such as when installing high efficiency models would require significant additional work to accommodate the unit. In general, the following minimum efficiencies should be used:

1. AFUE of 82% for new oil or gas steam boilers
  2. AFUE of 83% for oil furnaces
  3. AFUE of 85% for oil or gas hot water boilers
  4. AFUE of 90% for new gas furnaces where not restricted by building design
6. Both the initial DHHS RFP and First State’s subcontractor agreement specify that subcontractors must follow all local building code requirements, including obtaining permits and/or final inspections. It is not clear from this review that subcontractors are

obtaining permits for all municipalities and jurisdictions that may require them. The Final Inspection and Compliance Checklist Forms do not include information for First State staff to verify if permits were needed or obtained.

**Recommendation:** Equipment replacement subcontractors should be required to obtain and close permits where they are required by the county or municipality where the work is being completed. Obtaining local permits that require inspection by a code official also provide an additional level of low-cost quality assurance of completed work. The “Final Inspection” and “Compliance Checklist” forms should have fields to verify if permits were needed or obtained for a job (as outlined in the memo “APPRISE Recommendations for Final Inspection Protocols and Revising the Final Inspection Form” from July 30, 2019).

One way to assist staff would be to complete a survey of all counties and municipalities served by the program to determine which locations require permits and code inspections for heater replacements. A partial survey is included below:

County	City	Population	County Permit Required	City Permit Required	Notes
Kent	Dover	37,786	No	Yes	Per Kristen Mullany, City of Dover
Kent	Unincorporated Areas	Unknown	No	N/A	Per Amy Pinner, Permit Technician for Kent County
Kent/New Castle	Smyrna	11,371	Yes - New Castle	Yes	Per George DeBenedictis, Mgr, Bldg & Insp, City of Smyrna
Kent/Sussex	Milford	10,979			
New Castle	Wilmington	71,442	Yes		Per Anita Nichols, New Castle County Gov't
New Castle	Unincorporated Areas	Unknown	Yes		Per Anita Nichols, New Castle County Gov't
New Castle	Newark	33,398	Yes		Per Anita Nichols, New Castle County Gov't
New Castle	Middletown	20,876	Yes		Per Anita Nichols, New Castle County Gov't
New Castle	Elsmere	6,106	Yes		Per Anita Nichols, New Castle County Gov't
New Castle	New Castle	5,357	Yes		Per Anita Nichols, New Castle County Gov't
Sussex	Unincorporated Areas	Unknown	No	N/A	
Sussex	Seaford	7,736	No	No	Per Mike Bailey, Building Official, City of Seaford
Sussex	Delmar	1,796	No		
Sussex	Rehoboth Beach	1,520	No	Yes	Per Damalier Molina, Chief Building Inspector, Rehoboth Beach

- The subcontractor agreement specifies a required warranty period of one year for work and materials on equipment replacements completed through the program. However, client files indicate the program has not always utilized this warranty and has relied on warranty details included on subcontractor quotes and invoices, which can vary.

**Recommendation:** The required one-year warranty should be recognized on all jobs. First State should utilize the warranty when issues are reported within the

one-year period. First State should also review how the one-year warranty information is provided to clients and ensure that it is clearly communicated to all clients. In addition, many equipment manufacturers offer warranties on parts for up to 10 years. This sometimes requires registration with the manufacturer to provide the owner name, serial numbers, and other information. The subcontractor agreement should be modified to require subcontractors to complete this manufacturer equipment registration process on all replacement jobs, to provide the full warranty details to customers, and to also furnish clients with the recommended maintenance schedule for servicing the unit.

8. Based on this review, heating system jobs receive final inspections, including jobs where minor repair work is conducted. However, Healthy Homes jobs do not specifically get inspected or reviewed. Healthy Homes work can include substantial work in client homes, and currently First State is reliant on clients to report any issues that arise from Healthy Homes work completed by the subcontractors.

**Recommendation:** The program should assess if program guidelines and rules can be modified to specify criteria for which jobs require full final inspections. Smaller jobs could potentially have partial or limited inspections, while more expensive Healthy Homes jobs could benefit from a final inspection of subcontractor work.

9. Final inspection testing is limited and is primarily focused on visual inspection and testing for gas leaks. The client forms indicate that full combustion safety testing is not occurring, including worst-case depressurization testing and temperature rise testing for combustion units.

**Recommendation:** Full combustion safety testing should be conducted and documented in the final inspection, per NREL SWS or BPI-1200. This should include testing for gas leaks, as well as evaluation of spillage and undiluted carbon monoxide levels under worst-case depressurization. Temperature rise testing should be required for furnaces, including recommendations for repairs if the result is out of specification.

10. The client forms we reviewed included multiple instances where information was inconsistent, missing, or not applicable. In addition, the original forms were missing for one client that later returned to the program. This makes it challenging to assess what occurred and to evaluate and report program outcomes.

**Recommendation:** First State should implement a process for reviewing completed client forms and addressing or resolving instances where information is missing or inconsistent. In addition, forms should be modified to indicate when items are applicable or not (note: recommendations on items to include on the final inspection form are outlined in the memo “APPRISE Recommendations for Final Inspection Protocols and Revising the Final Inspection Form” from July 30, 2019). It may also be helpful to create separate Final Inspection forms and Compliance Checklist forms for repair jobs versus replacement jobs, for example.

11. The program has used a subcontractor – TAG Construction – to complete roof leak repairs as part of Healthy Homes work. There were no forms indicating these repairs were assessed and reviewed by an inspector. However, our review of the client forms

identified work completed by this subcontractor that raises concerns about the potential for future leaks and issues resulting from the roof repairs.

**Recommendation:** The program should perform follow-up visits or follow-up calls to confirm the effectiveness of roof leak repairs by TAG Construction.

12. A small portion of clients experienced issues with their heating system after receiving program services. Some of the issues developed years after the work was completed, while others arose shortly after the repair or replacement work was complete.

**Recommendation:** To identify and address any issues that clients experience within the one-year warranty period, First State should initiate a follow-up protocol to contact clients via telephone after three months and approximately eleven months after the repair or replacement work is completed. The follow-up calls should ask each client if he or she is experiencing any performance issues with their system, and to remind them of the warranty information. This additional step would have minimal costs and would help to address issues while the subcontractor warranty period is active, reducing later program costs spent to rectify issues.

13. First State has allowed clients to return to the program in subsequent years if they experience new issues with their heating system. These clients receive additional services beyond the initial replacement or repair of their original heating system.

**Recommendation:** If a client reports an issue after the initial one-year warranty period has expired or re-applies to the program, First State staff should provide the client with information about additional manufacturer warranties on the parts or equipment they received, if applicable. The program should also formalize a policy for if and when clients that received a new heating system can participate again to receive services.



## Section 14 - Leveraging Incentive Program ,2607A

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01  
OMB Clearance No.: 0970-0075  
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### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

#### Section 14:Leveraging Incentive Program, 2607(A)

14.1 Do you plan to submit an application for the leveraging incentive program?

☐ Yes ☒ No

14.2 Describe instructions to any third parties and/or local agencies for submitting LIHEAP leveraging resource information and retaining records.

Currently N/A

14.3 For each type of resource and/or benefit to be leveraged in the upcoming year that will meet the requirements of 45 C.F.R. § 96.87(d)(2)(iii), describe the following:

Resource	What is the type of resource or benefit ?	What is the source(s) of the resource ?	How will the resource be integrated and coordinated with LIHEAP?
1	Catholic Charities Basic Needs Program	Supplied by Catholic Charities	Programs are all administered by Catholic Charities Inc, which is the sub-grantee agency for the LIHEAP in Delaware. This enables the DEAP to effectively leverage LIHEAP funds with other resources available in the State of Delaware.
2	The Needy Family Fund	Solicits donations from citizens	Programs are all administered by DSSC or Catholic Charities Inc, which is the grantee agency for the LIHEAP in Delaware. This enables the DEAP to effectively leverage LIHEAP funds with other resources available in the State of Delaware.
3	Sussex County Fuel Fund	Donations	Programs are all administered by DSSC or Catholic Charities Inc, which is the grantee agency for the LIHEAP in Delaware. This enables the DEAP to effectively leverage LIHEAP funds with other resources available in the State of Delaware.
4	Kent/Sussex Sharing Fund	Donations with Utility Matching Funds	Programs are all administered by DSSC or Catholic Charities Inc, which is the grantee agency for the LIHEAP in Delaware. This enables the DEAP to effectively leverage LIHEAP funds with other resources available in the State of Delaware.
5	Utility Fund	State funded	Programs are all administered by DSSC or Catholic Charities Inc, which is the grantee agency for the LIHEAP in Delaware. This enables the DEAP to effectively leverage LIHEAP funds with other resources available in the State of Delaware.
6	State Funds	State funded	Programs are all administered by DSSC or Catholic Charities Inc, which is the grantee agency for the LIHEAP in Delaware. This enables the DEAP to effectively leverage LIHEAP funds with other resources available in the State of Delaware.
7	Regional Greenhouse Gas Initiative	Proceeds from Taxes on Carbon Emissions.	Programs are all administered by DSSC, DNREC, Catholic Charities Inc. and First State Community Action Agency Inc., which are the sub-grantee agencies for the LIHEAP in Delaware. This enables the DEAP to effectively leverage LIHEAP funds with other resources available in the State of Delaware.
8	ESCHEAT	Delaware Electric Cooperative	Programs are all administered by DSSC or Catholic Charities Inc, Salvation Army, First State Community Action Agency Inc., This enables the DEAP to effectively leverage LIHEAP funds with other resources available in the State of Delaware.
9	Good Neighbor Energy Fund	Delamarva solicits donations from their customers and matches this amount with a corporate donation from shareholder.	Some coordination with the DSSC, but not administered by DSSC.
10	Fuel Vendor Discounts	Offered by participating Fuel Vendors.	Some coordination with the DSSC, but not administered by DSSC.

**If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.**

## Section 15 - Training

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01  
OMB Clearance No.: 0970-0075  
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### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

## Section 15: Training

15.1 Describe the training you provide for each of the following groups:

a. Grantee Staff:

☒ Formal training on grantee policies and procedures

How often?

☒ Annually

☐ Biannually

☒ As needed

☐ Other - Describe:

☒ Employees are provided with policy manual

☒ Other-Describe:

Conferences, workshops, and other-in house sessions addressing various training. There are quarterly meetings with the weatherization team that is located under different state agency and there are several national weatherization trainings that both teams attend together.

b. Local Agencies:

☒ Formal training conference

How often?

☐ Annually

☐ Biannually

☒ As needed

☐ Other - Describe:

☒ On-site training

How often?

☐ Annually

☐ Biannually

☒ As needed

☐ Other - Describe:

☒ Employees are provided with policy manual

☐ Other - Describe

Local agencies receive quarterly and monthly meetings depending on the amount funds that they administer. During the meetings various subjects are discussed, including any issues with policies or procedures. Local agencies are also offered opportunities to attend national conferences that reflect the program components they administer. Prime contractor provides policy manuals to its staff at the annual training, which includes a thorough review it.

c. Vendors

☐ Formal training conference

How often?

☐ Annually

☐ Biannually



<input type="checkbox"/>	As needed
<input type="checkbox"/>	Other - Describe:
<input checked="" type="checkbox"/>	Policies communicated through vendor agreements
<input type="checkbox"/>	Policies are outlined in a vendor manual
<input checked="" type="checkbox"/>	<b>Other - Describe:</b> The vendor agreements explains the policies and expectations to the vendors. Administering agency conducts an annual vendor agreement meeting with the fuel vendors that provides an opportunity for the vendors to discuss policies, if needed.
<b>15.2 Does your training program address fraud reporting and prevention?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.</b>	



# DELAWARE HEALTH AND SOCIAL SERVICES

**DIVISION OF STATE SERVICE CENTERS, OFFICE OF COMMUNITY SERVICES**

15.2 Does your training program address fraud reporting and prevention?

☐ Yes

☒ No

Further explanation for the question 15.2 ([FFY 2015 State Plan](#)), requested by Kim William (Program Analyst, ACF/OCS/DEA, [William.Kim@acf.hhs.gov](mailto:William.Kim@acf.hhs.gov)):

1. Question 15.2, the State has identified training programs do not address fraud reporting and prevention. Could the State please provide an explanation of how Section 2605(b) is addressed by the State. As training programs do not address fraud reporting and prevention, what are some of the other systems and procedures in place to identify, prevent, detect and correct waste, fraud and abuse in LIHEAP aside from the answers provided in Section 17 of the Model Plan where a dedicated fraud reporting hotline, website and ability to report directly to local agency/district office is available.

*State monitors sub-grantees. For example, we audit their client eligibility applications. We also provide personal assistance when possible within our capabilities to the sub-grantees. Furthermore, we have been looking for possibilities for sub-grantee training.*

*At the sub-grantee level, there exists an established process for dealing with non-regulated vendors that sub-grantee follows to avoid fraud with its contractors. Non-regulated companies must submit a metered ticket for a delivery to a client in order to be reimbursed for their service. The ticket must have the client's name, address, gallons delivered imprinted on the ticket, price per gallon and total amount due. The meters are inspected annually or semi-annually by the Weights and Measures department of the State.*

*Update added in green font on 5/4/2016:*

*Unregulated companies, propane specifically, may submit an invoice (not a metered ticket) that states client's name, gallons delivered, price per gallon and total amount due.*

## Section 16 - Performance Goals and Measures, 2605(b)

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01  
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### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

#### Section 16: Performance Goals and Measures, 2605(b) - Required for States Only

**16.1 Describe your progress toward meeting the data collection and reporting requirements of the four required LIHEAP performance measures. Include timeframes and plans for meeting these requirements and what you believe will be accomplished in the coming federal fiscal year.**

DE LIHEAP has been working with the sub-grantees and vendors to accomplish the collection of data for the performance measures. Delaware has been submitting data for the performance measures since 2016 report.

However, DE will continue having the following software issues because DE does not receive sufficient amount of administrative funds for developing a more sophisticated system:

1) Data exchange with the energy vendors has to be executed manually with the help of the Excel spreadsheets, because creating a portal or some other electronic solution is too cost prohibitive;

2) Storing and accessing the data will be a challenge beyond the limited capabilities that have been designed into the new software;

3) Fixing defects and data errors will be dependent on the availability of the administrative funds that are limited by statute to 10% of the grant.

4) Cost of Operations and Maintenance of the software that provides data collection for reports is beyond financial ability of the program because Delaware's 10% of the grant for the administrative purposes is significantly less from the 45 other states that administer LIHEAP. However, the base capital cost for designing and managing the software that can collect LIHEAP data is the same for all the states because they all have to provide the same outcome variables in their federal reports. Hence, the states that receive smaller grants and have to administer the entire program with the federal funds are worse off managing complex data systems necessary for data collection than the states that receive bigger grants.

Meanwhile, LIHEAP office is executing all the available solutions for assuring data integrity of the reports by manually reviewing the reports before they are entered into the federal OLDC system. The discrepancies that are noticed by LIHEAP office are reported back to the Information Resource Management Unit for further clarification and explanation. If the clarification process produces a different value, the report is adjusted accordingly.

**If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.**

## Section 17 - Program Integrity, 2605(b)(10)

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01  
OMB Clearance No.: 0970-0075  
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### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

## Section 17: Program Integrity, 2605(b)(10)

### 17.1 Fraud Reporting Mechanisms

a. Describe all mechanisms available to the public for reporting cases of suspected waste, fraud, and abuse. Select all that apply.

- ☐ Online Fraud Reporting
- ☒ Dedicated Fraud Reporting Hotline
- ☒ Report directly to local agency/district office or Grantee office
- ☐ Report to State Inspector General or Attorney General
- ☐ Forms and procedures in place for local agencies/district offices and vendors to report fraud, waste, and abuse
- ☐ Other - Describe:

b. Describe strategies in place for advertising the above-referenced resources. Select all that apply

- ☐ Printed outreach materials
- ☒ Addressed on LIHEAP application
- ☒ Website
- ☐ Other - Describe:

Following website allows fraud reporting to the DHSS:

<http://www.dhss.delaware.gov/dhss/dms/arms/reportfraud.html>

This website is also published at the prime-contractor's website. The new printed outreach materials of the prime-contractor will also include phone numbers for reporting fraud and waste.

DE application states the following: "I understand that it is against the law to make false statements and that I am subject to prosecution if I do."

### 17.2. Identification Documentation Requirements

a. Indicate which of the following forms of identification are required or requested to be collected from LIHEAP applicants or their household members.

Type of Identification Collected	Collected from Whom?					
	Applicant Only		All Adults in Household		All Household Members	
Social Security Card is photocopied and retained	<input type="checkbox"/>	Required	<input type="checkbox"/>	Required	<input checked="" type="checkbox"/>	Required
	<input type="checkbox"/>	Requested	<input type="checkbox"/>	Requested	<input type="checkbox"/>	Requested
Social Security Number (Without actual Card)	<input type="checkbox"/>	Required	<input type="checkbox"/>	Required	<input type="checkbox"/>	Required

	<input type="checkbox"/>	Requested	<input type="checkbox"/>	Requested	<input checked="" type="checkbox"/>	Requested	
Government-issued identification card (i.e.: driver's license, state ID, Tribal ID, passport, etc.)	<input type="checkbox"/>	Required	<input checked="" type="checkbox"/>	Required	<input type="checkbox"/>	Required	
	<input type="checkbox"/>	Requested	<input type="checkbox"/>	Requested	<input type="checkbox"/>	Requested	
Other		Applicant Only Required	Applicant Only Requested	All Adults in Household Required	All Adults in Household Requested	All Household Members Required	All Household Members Requested
1		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

b. Describe any exceptions to the above policies.

No exceptions

**17.3 Identification Verification**

Describe what methods are used to verify the authenticity of identification documents provided by clients or household members. Select all that apply

☐ Verify SSNs with Social Security Administration

☐ Match SSNs with death records from Social Security Administration or state agency

☒ Match SSNs with state eligibility/case management system (e.g., SNAP, TANF)

☐ Match with state Department of Labor system

☐ Match with state and/or federal corrections system

☐ Match with state child support system

☐ Verification using private software (e.g., The Work Number)

☐ In-person certification by staff (for tribal grantees only)

☐ Match SSN/Tribal ID number with tribal database or enrollment records (for tribal grantees only)

☒ Other - Describe:

SSNs are validated by intake staff by requesting original SS card or official document from the social security office that includes their SS number. In addition, the state's internal case management system also assigns unique identifiers to the clients called master client index that is used to receive all the State of Delaware DHSS benefits.

**17.4. Citizenship/Legal Residency Verification**

What are your procedures for ensuring that household members are U.S. citizens or aliens who are qualified to receive LIHEAP benefits? Select all that apply.

☒ Clients sign an attestation of citizenship or legal residency

☐ Client's submission of Social Security cards is accepted as proof of legal residency

☒ Noncitizens must provide documentation of immigration status

☒ Citizens must provide a copy of their birth certificate, naturalization papers, or passport

☐ Noncitizens are verified through the SAVE system

☐ Tribal members are verified through Tribal enrollment records/Tribal ID card

☐ Other - Describe:

**17.5. Income Verification**

What methods does your agency utilize to verify household income? Select all that apply.

☒ Require documentation of income for all adult household members


☒ Pay stubs

☒ Social Security award letters

☒ Bank statements

<input checked="" type="checkbox"/> Tax statements
<input checked="" type="checkbox"/> Zero-income statements
<input checked="" type="checkbox"/> Unemployment Insurance letters
<input type="checkbox"/> Other - Describe:
<input type="checkbox"/> Computer data matches:
<input type="checkbox"/> Income information matched against state computer system (e.g., SNAP, TANF)
<input type="checkbox"/> Proof of unemployment benefits verified with state Department of Labor
<input type="checkbox"/> Social Security income verified with SSA
<input type="checkbox"/> Utilize state directory of new hires
<input type="checkbox"/> Other - Describe:
<b>17.6. Protection of Privacy and Confidentiality</b>
Describe the financial and operating controls in place to protect client information against improper use or disclosure. Select all that apply.
<input checked="" type="checkbox"/> Policy in place prohibiting release of information without written consent
<input checked="" type="checkbox"/> Grantee LIHEAP database includes privacy/confidentiality safeguards
<input checked="" type="checkbox"/> Employee training on confidentiality for:
<input checked="" type="checkbox"/> Grantee employees
<input checked="" type="checkbox"/> Local agencies/district offices
<input checked="" type="checkbox"/> Employees must sign confidentiality agreement
<input type="checkbox"/> Grantee employees
<input checked="" type="checkbox"/> Local agencies/district offices
<input checked="" type="checkbox"/> Physical files are stored in a secure location
<input type="checkbox"/> Other - Describe:
<b>17.7. Verifying the Authenticity</b>
What policies are in place for verifying vendor authenticity? Select all that apply.
<input checked="" type="checkbox"/> All vendors must register with the State/Tribe.
<input checked="" type="checkbox"/> All vendors must supply a valid SSN or TIN/W-9 form
<input type="checkbox"/> Vendors are verified through energy bills provided by the household
<input type="checkbox"/> Grantee and/or local agencies/district offices perform physical monitoring of vendors
<input checked="" type="checkbox"/> Other - Describe and note any exceptions to policies above:  All vendors must provide Current Delaware Business License, and Liability Insurance.  The LIHEAP administrator goes to the System for Award Management website to verify if the sub-grantee has been placed on the suspended or debarred list for contracts with federal dollars. This helps to maintain the integrity of the sub-grantees participating in LIHEAP. However, energy vendors are not verified through SAM. However, sub-grantee writes checks to the energy vendors and delivered fuels have to submit bills to the sub-grantee to get reimbursed and non-delivered fuels have client account verification process with Catholic Charities.
<b>17.8. Benefits Policy - Gas and Electric Utilities</b>
What policies are in place to protect against fraud when making benefit payments to gas and electric utilities on behalf of clients? Select all that apply.
<input checked="" type="checkbox"/> Applicants required to submit proof of physical residency
<input checked="" type="checkbox"/> Applicants must submit current utility bill
<input checked="" type="checkbox"/> Data exchange with utilities that verifies:
<input checked="" type="checkbox"/> Account ownership
<input type="checkbox"/> Consumption
<input type="checkbox"/> Balances

<input type="checkbox"/>	Payment history
<input type="checkbox"/>	Account is properly credited with benefit
<input checked="" type="checkbox"/>	<b>Other - Describe:</b>  DE sends an Excel Spreadsheet to the Gas and Electric Utilities for account verification before the account receives the LIHEAP benefit. However, it is a manual process and not a real time data exchange.
<input checked="" type="checkbox"/>	Centralized computer system/database tracks payments to all utilities
<input checked="" type="checkbox"/>	Centralized computer system automatically generates benefit level
<input checked="" type="checkbox"/>	Separation of duties between intake and payment approval
<input type="checkbox"/>	Payments coordinated among other energy assistance programs to avoid duplication of payments
<input checked="" type="checkbox"/>	Payments to utilities and invoices from utilities are reviewed for accuracy
<input type="checkbox"/>	Computer databases are periodically reviewed to verify accuracy and timeliness of payments made to utilities
<input checked="" type="checkbox"/>	Direct payment to households are made in limited cases only
<input type="checkbox"/>	Procedures are in place to require prompt refunds from utilities in cases of account closure
<input type="checkbox"/>	Vendor agreements specify requirements selected above, and provide enforcement mechanism
<input checked="" type="checkbox"/>	<b>Other - Describe:</b>  Reconciliation spreadsheet is sent from energy vendor to local sub grantee every May.
<b>17.9. Benefits Policy - Bulk Fuel Vendors</b>	
What procedures are in place for averting fraud and improper payments when dealing with bulk fuel suppliers of heating oil, propane, wood, and other bulk fuel vendors? Select all that apply.	
<input checked="" type="checkbox"/>	Vendors are checked against an approved vendors list
<input checked="" type="checkbox"/>	Centralized computer system/database is used to track payments to all vendors
<input checked="" type="checkbox"/>	Clients are relied on for reports of non-delivery or partial delivery
<input checked="" type="checkbox"/>	Two-party checks are issued naming client and vendor
<input checked="" type="checkbox"/>	Direct payment to households are made in limited cases only
<input type="checkbox"/>	Vendors are only paid once they provide a delivery receipt signed by the client
<input type="checkbox"/>	Conduct monitoring of bulk fuel vendors
<input checked="" type="checkbox"/>	Bulk fuel vendors are required to submit reports to the Grantee
<input type="checkbox"/>	Vendor agreements specify requirements selected above, and provide enforcement mechanism
<input type="checkbox"/>	<b>Other - Describe:</b>
<b>17.10. Investigations and Prosecutions</b>	
Describe the Grantee's procedures for investigating and prosecuting reports of fraud, and any sanctions placed on clients/staff/vendors found to have committed fraud. Select all that apply.	
<input checked="" type="checkbox"/>	Refer to state Inspector General
<input checked="" type="checkbox"/>	Refer to local prosecutor or state Attorney General
<input type="checkbox"/>	Refer to US DHHS Inspector General (including referral to OIG hotline)
<input type="checkbox"/>	Local agencies/district offices or Grantee conduct investigation of fraud complaints from public
<input type="checkbox"/>	Grantee attempts collection of improper payments. If so, describe the recoupment process
<input checked="" type="checkbox"/>	Clients found to have committed fraud are banned from LIHEAP assistance. For how long is a household banned? 3 years if paid benefits to vendor are not returned to Sub-Grantee
<input type="checkbox"/>	Contracts with local agencies require that employees found to have committed fraud are reprimanded and/or terminated
<input checked="" type="checkbox"/>	Vendors found to have committed fraud may no longer participate in LIHEAP
<input checked="" type="checkbox"/>	<b>Other - Describe:</b>  State of Delaware Auditor's Office maintains an anonymous Delaware referral site to facilitate the reporting of allegations of fraud, waste,

and abuse of state government resources. 1-800-553-7283 

**If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.**



## Section 18: Certification Regarding Debarment, Suspension, and Other Responsibility Matters

### Certification Regarding Debarment, Suspension, and Other Responsibility Matters--Primary Covered Transactions

#### Instructions for Certification

1. By signing and submitting this proposal, the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the certification set out below. The certification or explanation will be considered in connection with the department or agency's determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when the department or agency determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the department or agency to which this proposal is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of those regulations.
6. The prospective primary participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency entering into this transaction.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction," provided by the department or agency entering into this covered transaction, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

### Certification Regarding Debarment, Suspension, and Other Responsibility Matters--Primary Covered Transactions

- (1) The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
  - (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency;
  - (b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
  - (c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
  - (d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
- (2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

## Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion--Lower Tier Covered Transactions

### Instructions for Certification

1. By signing and submitting this proposal, the prospective lower tier participant is providing the certification set out below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or had become erroneous by reason of changed circumstances.
4. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this proposal that, [[Page 33043]] should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
6. The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

## Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion--Lower Tier Covered Transactions

- (1) The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- (2) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

☒ By checking this box, the prospective primary participant is providing the certification set out above.

## Section 19: Certification Regarding Drug-Free Workplace Requirements

This certification is required by the regulations implementing the Drug-Free Workplace Act of 1988: 45 CFR Part 76, Subpart, F. Sections 76.630(c) and (d)(2) and 76.645(a)(1) and (b) provide that a Federal agency may designate a central receipt point for STATE-WIDE AND STATE AGENCY-WIDE certifications, and for notification of criminal drug convictions. For the Department of Health and Human Services, the central point is: Division of Grants Management and Oversight, Office of Management and Acquisition, Department of Health and Human Services, Room 517-D, 200 Independence Avenue, SW Washington, DC 20201.

### Certification Regarding Drug-Free Workplace Requirements (Instructions for Certification)

1. By signing and/or submitting this application or grant agreement, the grantee is providing the certification set out below.
2. The certification set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. If it is later determined that the grantee knowingly rendered a false certification, or otherwise violates the requirements of the Drug-Free Workplace Act, the agency, in addition to any other remedies available to the Federal Government, may take action authorized under the Drug-Free Workplace Act.
3. For grantees other than individuals, Alternate I applies.
4. For grantees who are individuals, Alternate II applies.
5. Workplaces under grants, for grantees other than individuals, need not be identified on the certification. If known, they may be identified in the grant application. If the grantee does not identify the workplaces at the time of application, or upon award, if there is no application, the grantee must keep the identity of the workplace(s) on file in its office and make the information available for Federal inspection. Failure to identify all known workplaces constitutes a violation of the grantee's drug-free workplace requirements.
6. Workplace identifications must include the actual address of buildings (or parts of buildings) or other sites where work under the grant takes place. Categorical descriptions may be used (e.g., all vehicles of a mass transit authority or State highway department while in operation, State employees in each local unemployment office, performers in concert halls or radio studios).
7. If the workplace identified to the agency changes during the performance of the grant, the grantee shall inform the agency of the change(s), if it previously identified the workplaces in question (see paragraph five).
8. Definitions of terms in the Nonprocurement Suspension and Debarment common rule and Drug-Free Workplace common rule apply to this certification. Grantees' attention is called, in particular, to the following definitions from these rules:

**Controlled substance** means a controlled substance in Schedules I through V of the Controlled Substances Act (21 U.S.C. 812) and as further defined by regulation (21 CFR 1308.11 through 1308.15);

**Conviction** means a finding of guilt (including a plea of nolo contendere) or imposition of sentence, or both, by any judicial body charged with the responsibility to determine violations of the Federal or State criminal drug statutes;

**Criminal drug statute** means a Federal or non-Federal criminal statute involving the manufacture, distribution, dispensing, use, or possession of any controlled substance;

**Employee** means the employee of a grantee directly engaged in the performance of work under a grant, including: (i) All direct charge employees; (ii) All indirect charge employees unless their impact or involvement is insignificant to the performance of the grant; and, (iii) Temporary personnel and consultants who are directly engaged in the performance of work under the grant and who are on the grantee's payroll. This definition does not include workers not on the payroll of the grantee (e.g., volunteers, even if used to meet a matching requirement; consultants or independent contractors not on the grantee's payroll; or employees of subrecipients or subcontractors in covered workplaces).

### Certification Regarding Drug-Free Workplace Requirements

#### Alternate I. (Grantees Other Than Individuals)

The grantee certifies that it will or will continue to provide a drug-free workplace by:

- (a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
- (b) Establishing an ongoing drug-free awareness program to inform employees about --
  - (1) The dangers of drug abuse in the workplace;
  - (2) The grantee's policy of maintaining a drug-free workplace;
  - (3) Any available drug counseling, rehabilitation, and employee assistance programs; and

- (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
- c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
- (d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will --
- (1) Abide by the terms of the statement; and
- (2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
- (e) Notifying the agency in writing, within ten calendar days after receiving notice under paragraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;
- (f) Taking one of the following actions, within 30 calendar days of receiving notice under paragraph (d)(2), with respect to any employee who is so convicted --
- (1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
- (2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
- (g) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e) and (f).
- (B) The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant:

**Place of Performance (Street address, city, county, state, zip code)**

Delaware Department of Health and Human Services/ Division of State Service Centers

\* Address Line 1

1901 N. DuPont Highway

Address Line 2

Address Line 3

New Castle

\* City

DE

\* State

19720

\* Zip Code

**Check if there are workplaces on file that are not identified here.**

**Alternate II. (Grantees Who Are Individuals)**

(a) The grantee certifies that, as a condition of the grant, he or she will not engage in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in conducting any activity with the grant;

(b) If convicted of a criminal drug offense resulting from a violation occurring during the conduct of any grant activity, he or she will report the conviction, in writing, within 10 calendar days of the conviction, to every grant officer or other designee, unless the Federal agency designates a central point for the receipt of such notices. When notice is made to such a central point, it shall include the identification number(s) of each affected grant.

[55 FR 21690, 21702, May 25, 1990]

☒ By checking this box, the prospective primary participant is providing the certification set out above.

## Section 20: Certification Regarding Lobbying

The submitter of this application certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

### Statement for Loan Guarantees and Loan Insurance

The undersigned states, to the best of his or her knowledge and belief, that:

If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions. Submission of this statement is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

☒ By checking this box, the prospective primary participant is providing the certification set out above.

## Sixteen Assurances

### Assurances

**(1) use the funds available under this title to--**

(A) conduct outreach activities and 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, consistent with paragraph (5);

(B) intervene in energy crisis situations;

(C) provide low-cost residential weatherization and other cost-effective energy-related home repair; and

(D) plan, develop, and administer the State's program under this title including leveraging programs, and the State agrees not to use such funds for any purposes other than those specified in this title;

**(2) make payments under this title only with respect to--**

(A) households in which one or more individuals are receiving--

(i) assistance under the State program funded under part A of title IV of the Social Security Act;

(ii) supplemental security income payments under title XVI of the Social Security Act;

(iii) food stamps under the Food Stamp Act of 1977; or

(iv) payments under section 415, 521, 541, or 542 of title 38, United States Code, or under section 306 of the Veterans' and Survivors' Pension Improvement Act of 1978; or

(B) households with incomes which do not exceed the greater of -

(i) an amount equal to 150 percent of the poverty level for such State; or

(ii) an amount equal to 60 percent of the State median income;

(except that a State may not exclude a household from eligibility in a fiscal year solely on the basis of household income if such income is less than 110 percent of the poverty level for such State, but the State may give priority to those households with the highest home energy costs or needs in relation to household income.

(3) conduct outreach activities designed to assure that eligible households, especially households with elderly individuals or disabled individuals, or both, and households with high home energy burdens, are made aware of the assistance available under this title, and any similar energy-related assistance available under subtitle B of title VI (relating to community services block grant program) or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;

(4) coordinate its activities under this title with similar and related programs administered by the Federal Government and such State, particularly low-income energy-related programs under subtitle B of title VI (relating to community services block grant program), under the supplemental security income program, under part A of title IV of the Social Security Act, under title XX of the Social Security Act, under the low-income weatherization assistance program under title IV of the Energy Conservation and Production Act, or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;

(5) 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, except that the State may not differentiate in implementing this section between the households described in clauses 2(A) and 2(B) of this subsection;

(6) to the extent it is necessary to designate local administrative agencies in order to carry out the purposes of this title, to give special consideration, in the designation of such agencies, to any local public or private nonprofit agency which was receiving Federal funds under any low-income energy assistance program or weatherization program under the Economic Opportunity Act of 1964 or any other provision of law on the day before the date of the enactment of this Act, except that -

(A) the State shall, before giving such special consideration, determine that the agency involved meets program and fiscal requirements established by the State; and

(B) if there is no such agency because of any change in the assistance furnished to programs for economically disadvantaged persons, then the State shall give special consideration in the designation of local administrative agencies to any successor agency which is operated in substantially the same manner as the predecessor agency which did receive funds for the fiscal year preceding the fiscal year for which the determination is made;

**(7) if the State chooses to pay home energy suppliers directly, establish procedures to --**

(A) notify each participating household of the amount of assistance paid on its behalf;

(B) assure that the home energy supplier will 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 made by the State under this title;

(C) assure that the home energy supplier will provide assurances that any agreement entered into with a home energy supplier under this paragraph will contain provisions to assure that no household receiving assistance under this title will be treated adversely because of such assistance under applicable provisions of State law or public regulatory requirements; and

(D) ensure that the provision of vendor payments remains at the option of the State in consultation with local grantees and may be contingent on unregulated vendors taking appropriate measures to alleviate the energy burdens of eligible households, including providing for agreements between suppliers and individuals eligible for benefits under this Act that seek to reduce home energy costs, minimize the risks of home energy crisis, and encourage regular payments by individuals receiving financial assistance for home energy costs;

**(8) provide assurances that,**

**(A) the State will not exclude households described in clause (2)(B) of this subsection from receiving home energy assistance benefits under clause (2), and**

**(B) the State will treat owners and renters equitably under the program assisted under this title;**

**(9) provide that--**

**(A) the State may use for planning and administering the use of funds under this title an amount not to exceed 10 percent of the funds payable to such State under this title for a fiscal year; and**

**(B) the State will pay from non-Federal sources the remaining costs of planning and administering the program assisted under this title and will not use Federal funds for such remaining cost (except for the costs of the activities described in paragraph (16));**

**(10) provide that such fiscal control and fund accounting procedures will be established as may be necessary to assure the proper disbursement of and accounting for Federal funds paid to the State under this title, including procedures for monitoring the assistance provided under this title, and provide that the State will comply with the provisions of chapter 75 of title 31, United States Code (commonly known as the "Single Audit Act");**

**(11) permit and cooperate with Federal investigations undertaken in accordance with section 2608;**

**(12) provide for timely and meaningful public participation in the development of the plan described in subsection (c);**

**(13) provide an opportunity for a fair administrative hearing to individuals whose claims for assistance under the plan described in subsection (c) are denied or are not acted upon with reasonable promptness; and**

**(14) cooperate with the Secretary with respect to data collecting and reporting under section 2610.**

**(15) \* beginning in fiscal year 1992, provide, in addition to such services as may be offered by State Departments of Public Welfare at the local level, outreach and intake functions for crisis situations and heating and cooling assistance that is administered by additional State and local governmental entities or community-based organizations (such as community action agencies, area agencies on aging and not-for-profit neighborhood-based organizations), and in States where such organizations do not administer functions as of September 30, 1991, preference in awarding grants or contracts for intake services shall be provided to those agencies that administer the low-income weatherization or energy crisis intervention programs.**

**\* This assurance is applicable only to States, and to territories whose annual regular LIHEAP allotments exceed \$200,000. Neither territories with annual allotments of \$200,000 or less nor Indian tribes/tribal organizations are subject to Assurance 15.**

**(16) use up to 5 percent of such funds, at its option, to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance, including needs assessments, counseling, and assistance with energy vendors, and report to the Secretary concerning the impact of such activities on the number of households served, the level of direct benefits provided to those households, and the number of households that remain unserved.**

## Plan Attachments

PLAN ATTACHMENTS
The following documents must be attached to this application
<ul style="list-style-type: none"><li>• Delegation Letter is required if someone other than the Governor or Chairman Certified this Report.</li></ul>
<ul style="list-style-type: none"><li>• Heating component benefit matrix, if applicable</li></ul>
<ul style="list-style-type: none"><li>• Cooling component benefit matrix, if applicable</li></ul>
<ul style="list-style-type: none"><li>• Minutes, notes, or transcripts of public hearing(s).</li></ul>



# **FEDERAL FISCAL YEAR 2021 LIHEAP STATE PLAN**

## **ATTACHMENTS**

### **ATTACHMENT I:**

- A. Delegation of authority from Governor to DHSS Secretary
- B. Delegation of authority from DHSS Secretary to DSSC Director

### **ATTACHMENT II:**

- A. LIHEAP DEAP Income Eligibility Guidelines
- B. LIHEAP DEAP Benefit Matrix

### **ATTACHMENT III:**

- A. Request for Public Announcement
- B. Public Comment Period Notice
- C. Public Hearing Notice
- D. Public Hearing Summary

### **ATTACHMENT IV:**

- A. Personnel Summary
- B. State Clearinghouse Approval

ATTACHMENT I:

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- A. Delegation of authority from Governor to DHSS Secretary
- B. Delegation of authority from DHSS Secretary to DSSC Director



STATE OF DELAWARE  
**OFFICE OF THE GOVERNOR**  
TATNALL BUILDING, SECOND FLOOR  
MARTIN LUTHER KING, JR. BOULEVARD SOUTH  
DOVER, DELAWARE 19901

**JOHN CARNEY**  
GOVERNOR

PHONE: 302-744-4101  
FAX: 302-739-2775

June 23, 2017

J. Janelle George, Acting Director  
Office of Community Services  
Administration for Children & Families  
U.S. Department of Health and Human Services  
330 C Street, S.W.  
Washington, D.C. 20201

Dear Ms. George:

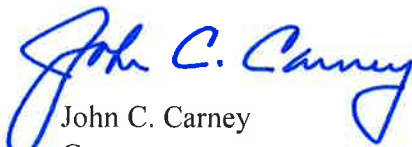
As Chief Executive Officer of the State of Delaware, I designate the Department of Health and Social Services (DHSS), Division of State Service Centers (DSSC), Office of Community Services (OCS) as the administering agency in the State of Delaware for:

- The Community Services Block Grant (CSBG), Federal Catalog Number (CFDA) 93.569 and;
- The Low-Income Home Energy Assistance Program (LIHEAP), Federal Catalog Number (CFDA) 93.568

This includes administration of funds that may be allocated to these programs through supplemental funding.

I further delegate authority to Kara Odom Walker, Secretary of the Delaware Department of Health and Social Services, or her designee to certify to all required statutory assurances, and to submit the annual state applications and/ or plans for these programs until further notice.

Sincerely,



John C. Carney  
Governor

Cc: Seth Hassett, Director, Division of Community Assistance  
Lauren Christopher, Director, Division of Energy Assistance  
Kara Odom Walker, Cabinet Secretary, DHSS  
Renée P. Beaman, Director, DSSC



**Delaware Health  
And Social Services**

**Office of the Secretary**

1901 N. DUPONT HIGHWAY, NEW CASTLE, DE 19720 \* TELEPHONE 302-255-9040 FAX 302-255-4429

Delegation Agreement Number 1  
Delaware Department of Health and Social Services  
Division of State Service Centers

**October 5, 2017**  
(replaces August 24, 2001)

Divisions of the Delaware Department of Health & Social Services  
Division of State Service Centers

This document incorporates delegation agreements between the Secretary of Delaware Department of Health and Social Services and the Division Director. The issues to be delegated appear in the following order:

- 1) Approvals of out-of-state travel requests.
- 2) Approvals of Federal funding documents
- 3) Approvals of certain contracts

**1. The approvals of out-of-state travel requests.**

**Purpose**

Pursuant to Delaware Code, Title 29, Section 7903, and the **purpose of the following 3 Agreements** is to delegate responsibility from the Secretary, Delaware Department of Health and Social Services to the Division Director. The purpose of the first Delegation Agreement is as follows:

The approval of routine out-of-state travel, in order to: take advantage of lower rates with early reservations; reduce time involved in processing travel requests; assure cost-effective travel; place responsibility and accountability at the lowest appropriate level.

**Scope**

This Agreement transfers responsibility for acting on Division travel requests with the following exceptions:

- ☐ Any travel outside the United States;
- ☐ Any travel by the Division Director.

**"TO IMPROVE THE QUALITY OF LIFE FOR DELAWARE'S CITIZENS BY PROMOTING HEALTH AND WELL-BEING, FOSTERING SELF-SUFFICIENCY, AND PROTECTING VULNERABLE POPULATIONS."**

## **Assurances**

The Division Director agrees:

- 1) To accept full responsibility and accountability for assuring that the Division will comply with all laws, regulations, and ethical standards in authorizing travel.
- 2) To assure that any travel, authorized directly or recommended to the Secretary, Delaware Department of Health and Social Services, under the exemptions, will not exceed the funding allocated to travel in the Division's budget.
- 3) To assure that the number of employee's traveling does not adversely effect the day to day operations of the Division.
- 4) To assure that the approval of all staff travel requests adhere to the Statewide Travel Policy.
- 5) To bring to the attention of the Secretary, Delaware Department of Health and Social Services, any policy issues relevant to delegated authority.

## **2. The approval of Federal funding documents.**

### **Purpose**

Pursuant to Delaware Code, Title 29, Section 7903, the purpose of this Agreement is to delegate responsibility for approval of Division Federal funding documents from the Secretary, Delaware Department of Health and Social Services to the Division Director.

### **Scope**

This Agreement transfers responsibility for acting on all Federal Grant applications, State Plans, Sub-Grants and related documents, including Federal Aid Master (FM) and Single Point of Contact (SPOC) forms, with the following exceptions.

- Grant Applications to support new programs, unless previously reviewed with the Secretary, DHSS.
- Continuation grants, which involve major changes in program directions or funding levels, unless previously reviewed with the Secretary, DHSS.
- Grant applications requiring a legislative public hearing and/or the Governor's signature, unless previously reviewed with the Secretary, DHSS.

## **Assurances**

The Division Director agrees:

- 1) To take full responsibility for ensuring that all documents comply with the provisions of the Delaware law and relevant Federal regulation, as well as the provisions of the State Budget Act, as legislated year to year.
- 2) Ensure that all documents adhere to the review process and schedules established by the Delaware State Clearinghouse Committee and State Budget Office.

- 3) Provide the Secretary, DHSS, with timely notification of any policy issues relevant to the delegating authority.
- 4) Ensure that any disputes arising out of the process will be referred to the Secretary, DHSS for resolution.
- 5) Provide copies of all application materials and related documents to the Division of Management Services.

### 3. The signing of certain contracts.

#### Purpose

Pursuant to Delaware Code, Title 29, Section 7903, the purpose of this Agreement is to delegate responsibility for signing of certain contracts from the Secretary, Delaware Department of Health and Social Services to the Division Director.

#### Scope

This Agreement transfers responsibility for signing contracts and contract amendments where the total amended contract value does not exceed \$500,000.

The following contractual arrangements are excluded from this Agreement:

- Professional service contracts for management consulting regardless of amounts. A management consultant contract pertains primarily to studies, which are conducted for the purpose of reviewing aspects of an agency's operation.
- Contracts which are for a duration of more than two years.
- Contractual arrangements with providers that replace contracts that were discontinued due to unsatisfactory performance or cost considerations.
- Contracts with existing State employees and with former State employees who have left State service within two (2) years previous to the signing of the contract.
- Contracts with individuals who are expected to perform a full-time, ongoing task similar to that of a Full-Time Equivalency (FTE).
- Contracts and Memoranda of Understanding with other State agencies outside of the Department of Health and Social Services.
- Contracts that deviate from approved boilerplate language, as illustrated in the attached sample contract.

The above-mentioned situations would still require submittal for the Secretary's signature utilizing the current contract review procedure.

In addition, approval must still be obtained by Information Resource Management for lease or purchase of all data processing, word processing and information systems hardware and software, as well as the related maintenance and consulting service.


Construction-related contracts, including those pertaining to professional services provided in construction projects, i.e., architects, engineers, etc. would continue to follow the procedures currently in place for agreements of that type.

## Assurances

The Director agrees to:

- 1) Take full responsibility for ensuring that all contracts comply with the provisions of Delaware laws and relevant Federal regulations, the provisions of the State Budget Act, as well as the requirements of the Department of Health and Social Services Contract Procedure Manual.
- 2) Assign responsibility for managing the contract functions within the Division and notify the Division of Management Services of that assignment. Ensure that the manager has read this agreement and the Contracts Procedures Manual, and that this responsibility is reflected in that employee's Performance Plan Agreement.
- 3) Maintain contract records and perform the necessary data entry into the system established by the Division of Management Services.
- 4) Ensure that the Division's Deputy Attorney General is consulted when appropriate.
- 5) Provide the specific reasons, related to exclusions on the previous page of this document, for submitting contracts to the Secretary, through DMS, for signature.
- 6) Provide the Secretary, DHSS, timely notification of any significant change which affects these contracts, and of any problems that arise in provider relations or the provision of services.

  
Renee P. Beaman, Director    Date 10/5/17  
Division of State Services Centers

  
Kara Odom Walker, MD, MPH, MSHS    Date  
Cabinet Secretary  
Department of Health and Social Services

## ATTACHMENT II:

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A. LHEAP DEAP Income Eligibility Guidelines

B. LIHEAP DEAP Benefit Matrix



# LIHEAP DEAP 2021 INCOME ELIGIBILITY GUIDELINES

## 2020 Poverty Guidelines<sup>1</sup>

**200% Poverty Percent Interval<sup>2</sup> = Maximum Eligibility for DEAP Program**

Household Size	100% Poverty Guideline	200% Poverty Percent Interval <sup>3</sup>
1	\$12,760	\$25,583
2	\$17,240	\$34,566
3	\$21,720	\$43,548
4	\$26,200	\$52,530
5	\$30,680	\$61,513
6	\$35,160	\$70,495
7	\$39,640	\$79,478
8	\$44,120	\$88,460

For households with more than 8 persons, add \$4,480 for each additional person to the 100% Poverty Guideline.

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<sup>1</sup> 2020 Poverty Guidelines for the 48 Contiguous States and the District of Columbia, published by the U.S. Department of Health and Human Services in the Federal Register Volume 85, Number 12, on January 17, 2020 <https://aspe.hhs.gov/prior-hhs-poverty-guidelines-and-federal-register-references>

<sup>2</sup> Method for calculating 200% poverty percent interval: Divide the household's gross income by the dollar amount equal to 100% of the Federal Poverty Guidelines, multiply the result by 100, and express the result as a rounded percent. Gross income is the household's income before any deductions or adjustments, such as taxes or medical costs, are made to household income.

<sup>3</sup> In Delaware \$60,450 = 60 Percent of the Estimated State Median Income for Four-Person Families for Federal Fiscal Year (FFY) 2021, for Use in the Low Income Home Energy Assistance Program (LIHEAP). Published by the Federal Children and Families Administration in the Information Memorandum LIHEAP-IM-2020-02, on May 29, 2020. The LIHEAP statute establishes 150 percent of the federal poverty level as the maximum income level allowed in determining LIHEAP income eligibility, except where 60 percent of state median income is higher.

## 2021 Delaware Energy Assistance Program Benefit Matrix

Household Size<sup>1</sup>:

	1	2	3	4	5	6	7	8	
<sup>3</sup>	\$ 12,760	\$ 17,240	\$ 21,720	\$ 26,200	\$ 30,680	\$ 35,160	\$ 39,640	\$ 44,120	100% Federal Poverty Guideline

Maximum Income Limits for the Poverty Percent Interval:

1	2	3	4 <sup>4</sup>	5	6	7	8	Poverty Percent Interval <sup>2</sup>	PROPANE	KERO, FUEL OIL	ELECTRIC	NATURAL GAS	OTHER
\$ 3,253	\$ 4,396	\$ 5,538	\$ 6,680	\$ 7,823	\$ 8,965	\$ 10,108	\$ 11,250	0% to 25%	\$ 1,487	\$ 1,550	\$ 1,250	\$ 738	\$ 585
\$ 6,443	\$ 8,706	\$ 10,968	\$ 13,230	\$ 15,493	\$ 17,755	\$ 20,018	\$ 22,280	26% to 50%	\$ 1,332	\$ 1,388	\$ 1,120	\$ 661	\$ 524
\$ 9,633	\$ 13,016	\$ 16,398	\$ 19,780	\$ 23,163	\$ 26,545	\$ 29,928	\$ 33,310	51% to 75%	\$ 963	\$ 1,003	\$ 809	\$ 478	\$ 379
\$ 12,823	\$ 17,326	\$ 21,828	\$ 26,330	\$ 30,833	\$ 35,335	\$ 39,838	\$ 44,340	76% to 100%	\$ 696	\$ 725	\$ 585	\$ 345	\$ 274
\$ 16,013	\$ 21,636	\$ 27,258	\$ 32,880	\$ 38,503	\$ 44,125	\$ 49,748	\$ 55,370	101% to 125%	\$ 515	\$ 536	\$ 433	\$ 256	\$ 203
\$ 19,203	\$ 25,946	\$ 32,688	\$ 39,430	\$ 46,173	\$ 52,915	\$ 59,658	\$ 66,400	126% to 150%	\$ 403	\$ 420	\$ 339	\$ 200	\$ 159
\$ 22,393	\$ 30,256	\$ 38,118	\$ 45,980	\$ 53,843	\$ 61,705	\$ 69,568	\$ 77,430	151% to 175%	\$ 345	\$ 360	\$ 290	\$ 172	\$ 136
\$ 25,583	\$ 34,566	\$ 43,548	\$ 52,530	\$ 61,513	\$ 70,495	\$ 79,478	\$ 88,460	176% to 200%	\$ 254	\$ 265	\$ 214	\$ 126	\$ 100

Approved Date 06/01/2020

Updated Dates

<sup>1</sup> Household members represent those related and/or unrelated individuals who are living together as one economic unit for whom residential energy is customarily purchased in common or who make undesignated payments for residential energy in the form of rent.

<sup>2</sup> Poverty Percent Interval for the household is calculated by dividing the household's gross income by the dollar amount equal to 100% of the Federal Poverty Guideline, multiplying the result by 100, and expressing the result as a rounded percent. Gross income is the household's income before any deductions or adjustments, such as taxes or medical costs, are made to the household income.

<sup>3</sup> This row represents 100% of the 2020 Federal Poverty Guidelines that were issued in the Federal Register Volume 85, Number 12, on January 17, 2020 by the U.S. Department of Health and Human Services (HHS) 42 U.S.C. 9902 (2) (<https://aspe.hhs.gov/prior-hhs-poverty-guidelines-and-federal-register-references>). For households with more than 8 persons, add \$4,480 to the 100% Federal Poverty Guideline for each additional person and calculate the Poverty Percent Interval. For example, household with 9 members has 100% federal poverty guideline of \$44,120+\$4,480=\$48,600.

<sup>4</sup> In Delaware \$60,450 = 60 Percent of the Estimated State Median Income for Four-Person Families for Federal Fiscal Year (FFY) 2021, for Use in the Low Income Home Energy Assistance Program (LIHEAP). Published by the Federal Children and Families Administration in the Information Memorandum LIHEAP-IM-2020-02, on May 29, 2020. The LIHEAP statute establishes 150 percent of the federal poverty level as the maximum income level allowed in determining LIHEAP income eligibility, except where 60 percent of state median income is higher.

Flat LIHEAP Benefit for clients living in subsidized housing when heat is not included in the rent is \$ 229 and rent is less or equal to \$ 469 per month  
If rent in subsidized housing is greater than \$ 469 per month, then LIHEAP Benefit is issued based on the LIHEAP Benefit Matrix

Example: Household size 4 with gross income \$ 26,331 belongs into poverty interval 101% to 125% and should receive Electric Benefit of \$ 433

ATTACHMENT III:

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- A. Request for Public Announcement
- B. Public Comment Period Notice
- C. Public Hearing Notice
- D. Public Hearing Summary

Request for Public Announcement (*To Be Inserted Later*)

Public Comment Period Notice *(To Be Inserted Later)*

Public Hearing Notice *(To Be Inserted Later)*

Public Hearing Summary *(To be inserted later)*