

# LIHEAP Tools For Your Toolbox



**NEUAC 2019  
Fort Worth, TX**

Presenter: Erin Steuer, Project Director, LIHEAP Clearinghouse

# The LIHEAP Clearinghouse



- Repository of LIHEAP and energy assistance information
- National Energy Assistance Referral (NEAR)
- LIHEAP Grantee Peer-to-Peer Mentoring

The screenshot shows the homepage of the LIHEAP Clearinghouse. At the top, it features the U.S. Department of Health and Human Services and Administration for Children and Families logos. A search bar is prominently displayed with the text "Search This Site" and a "Search" button. Below the search bar is a navigation menu with links for HOME, STATE PROGRAMS, TRIBAL PROGRAMS, WHO WE ARE, CONTACTS, DISCONNECT POLICIES, and STATE SNAPSHOTS. The main content area includes a breadcrumb trail "You are here: HOME", a "HOME" heading, and a "Welcome to the Clearinghouse!" section. This section contains a paragraph explaining the website's role as a hub for information and the National Energy Assistance Referral (NEAR) service. On the right side, there are three promotional boxes: "LIHEAP Virtual Library", "NEED HELP WITH BILLS?" with a lightbulb icon, and "LIHEAP WEBSITE NAVIGATOR" with a house icon.

**LIHEAP Clearinghouse Website:** <https://liheapch.acf.hhs.gov/>



# What you can find here...



## Information on low-income energy issues to:

- state, tribal, and territorial LIHEAP grantees;
- community action agencies and local government offices (subgrantees);
- low-income energy service organizations;
- fuel funds;
- utilities and utility regulatory commissions.



# What you won't find...



- LIHEAP grantee allocations,
- LIHEAP policy guidance,
- Information Memoranda (IM) and Action Transmittals (AT) and Dear Colleague Letters to grantees on program rules, regulation, and policy.

This information is provided at the web site of the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Community Services, [Division of Energy Assistance](#).



# National Energy Assistance Referral (NEAR)



U.S. Department of Health and Human Services Administration for Children and Families

Search This Site

**LIHEAP CLEARINGHOUSE**

HOME STATE PROGRAMS TRIBAL PROGRAMS WHO WE ARE CONTACTS DISCONNECT POLICIES STATE SNAPSHOTS


You are here: [HOME](#)

## HOME

**Welcome to the Clearinghouse!**

This federal website serves as a hub for information about the variation that exists among LIHEAP grantees in the operation of their programs. We also provide the National Energy Assistance Referral (NEAR) service, which refers households needing assistance to a local LIHEAP office and other assistance entities if available. To learn more about the LIHEAP Clearinghouse, please see the ["Who We Are"](#) page.

**LIHEAP Virtual Library**

 **NEED HELP WITH BILLS?**

**LIHEAP WEBSITE NAVIGATOR**

**Toll-free: 1-866-674-6327**

**TTY: 1-866-367-6228**

**Email: [energyassistance@ncat.org](mailto:energyassistance@ncat.org)**



# Online Directory



U.S. Department of Health and Human Services

Administration for Children and Families



Google Search the LIHEAP website



HOME

STATE PROGRAMS

TRIBAL PROGRAMS

WHO WE ARE

CONTACTS

DISCONNECT POLICIES

STATE SNAPSHOTS

You are here: [HOME](#) / Db / [Low-Income Energy Office Search Tool](#)

## LOW-INCOME ENERGY OFFICE SEARCH TOOL

Find the contact information for your local Low-Income Energy Office.

Search in one of two ways:



[Search by State](#)

OR



[Search by Tribe](#)



LIHEAP Virtual Library



**NEED HELP  
WITH BILLS?**



**LIHEAP**  
WEBSITE NAVIGATOR





# Non-LIHEAP Assistance



U.S. Department of Health and Human Services Administration for Children and Families NCAT

Google Search the LIHEAP website

HOME STATE PROGRAMS TRIBAL PROGRAMS WHO WE ARE CONTACTS DISCONNECT POLICIES STATE SNAPSHOTS

You are here: [HOME](#) / Profiles / [State Low-Income Energy Profiles](#)

## STATE LOW-INCOME ENERGY PROFILES


**FIND HELP FROM OTHER ASSISTANCE PROGRAMS**  
Select a state from the drop-down list to get information and contacts for LIHEAP and other state, utility and charitable assistance programs, or choose from the states listed below to view and download a LIHEAP application.


Select a State

**STATE ENERGY ASSISTANCE APPLICATIONS**  
**Note:** Some states do not have applications to download

- [Alaska](#)
- [Arkansas](#)
- [Colorado](#) (English and Spanish)
- [Connecticut](#) (English and Spanish)
- [District of Columbia](#) ([printed application](#), [online application](#))

LIHEAP Virtual Library

 **NEED HELP WITH BILLS?**

 **LIHEAP WEBSITE NAVIGATOR**

STATE

TRIBAL



# Disconnect Policies



U.S. Department of Health and Human Services Administration for Children and Families NCAT

Google Search the LIHEAP website

HOME STATE PROGRAMS TRIBAL PROGRAMS WHO WE ARE CONTACTS **DISCONNECT POLICIES** STATE SNAPSHOTS

You are here: [HOME](#) / [State Disconnect Policies](#) / [State Disconnection Policies](#)


## STATE DISCONNECTION POLICIES


[AL](#) | [AK](#) | [AZ](#) | [AR](#) | [CA](#) | [CO](#) | [CT](#) | [DE](#) | [DC](#) | [FL](#) | [GA](#) | [HI](#) | [ID](#) | [IL](#) | [IN](#) | [IA](#) | [KS](#) | [KY](#) | [LA](#) | [ME](#) | [MD](#) | [MA](#) | [MI](#) | [MN](#) | [MS](#) | [MO](#) | [MT](#) | [NE](#) | [NV](#) | [NH](#) | [NJ](#) | [NM](#) | [NY](#) | [NC](#) | [ND](#) | [OH](#) | [OK](#) | [OR](#) | [PA](#) | [RI](#) | [SC](#) | [SD](#) | [TN](#) | [TX](#) | [UT](#) | [VT](#) | [VA](#) | [WA](#) | [WV](#) | [WI](#) | [WY](#)

View a [table of state seasonal termination protections only](#).

**NOTE:** These policies may not apply to all utilities in your state. In general, municipal utilities and rural electric cooperatives are not regulated and the policies do not apply to them. Check with your PUC/PSC contacts and/or websites below to see if the state policy applies to your utility and read the Consumer FAQs or Bill of Rights for more information. If you have a dispute with your utility, you should try and resolve it with the utility first before calling your PUC/PSC.

LIHEAP Virtual Library

 **NEED HELP WITH BILLS?**

 **LIHEAP WEBSITE NAVIGATOR**

STATE





# News, Resources, and Publications



U.S. Department of Health and Human Services Administration for Children and Families

Google Search the LIHEAP website

HOME STATE PROGRAMS TRIBAL PROGRAMS WHO WE ARE CONTACTS DISCONNECT POLICIES STATE SNAPSHOTS

You are here: [HOME](#)

## HOME

**Welcome to the Clearinghouse!**

This federal website serves as a hub for information about the variation that exists among LIHEAP grantees in the operation of their programs. We also provide the National Energy Assistance Referral (NEAR) service, which refers households needing assistance to a local LIHEAP office and other assistance entities if available. To learn more about the LIHEAP Clearinghouse, please see the "[Who We Are](#)" page.

### FEATURED NEWS

#### DELMARVA POWER PROGRAM HELPS CUSTOMERS WITH ENERGY BILLS

May 16, 2019 – Delaware's [Delmarva Power](#) has recently launched a pilot program, the [Arrearage Management Program \(AMP\)](#), intended to help low-income utility customers get back on track with paying their energy bills. Delmarva Power serves electric and natural gas customers in both Delaware and Maryland. The AMP is available to all eligible customers in the [Delmarva Power service area](#).

To qualify for the AMP, an applicant must be a Delmarva Power customer with a past-due balance of \$500 or more, not have services disconnected due to non-payment, earn at or below 60percent of the state medium income and have no "medical certifications," on file with Delmarva Power. If timely payments are made by the participant for twelve months following enrollment in the AMP, Delaware Power will forgive their balance, up to \$6,000.

"Through AMP, we are not only able to provide customers with financial forgiveness, but also the tools and resources they need to better understand their energy usage and manage their energy costs in the future," said Gary Stockbridge, Delmarva Power region president. "We are committed to ensuring all customers have the ability to heat and cool their homes, especially for those customers struggling to meet their energy needs."

[Read more...](#)

[MN Still Offering LIHEAP Assistance until May 31](#)  
May 10, 2019

LIHEAP Virtual Library

**NEED HELP WITH BILLS?**

**LIHEAP WEBSITE NAVIGATOR**

STATE ▾

TRIBAL ▾

**NEWS & PUBLICATIONS ▲**

News

Events

LIHEAP Networker

**LIHEAP Networker Sign Up**

Clearinghouse Publications

Other Publications



# LIHEAP Program Information



- Collect and synthesize information on the variation that exists within the LIHEAP program
  - State programs
  - Tribal programs
  - Territory programs



# Program Components



Google Search the LIHEAP website



You are here: [HOME](#) / Tables / [LIHEAP Funds by Program Component](#)

## LIHEAP FUNDS BY PROGRAM COMPONENT

NOTE: The [LIHEAP statute](#) authorizes states to provide assistance to low-income households in meeting their home energy costs, intervene in energy crisis situations, and provide low-cost residential weatherization and other cost-effective energy-related home repair (up to 15 percent or 25 percent of the grant if a waiver is approved); it also allows states to spend no more than 10 percent of their grant for administrative purposes. Grantees are also allowed to carryover up to 10 percent of their grant to the next fiscal year. Beyond that, states decide what percent of their funds go to each program component and have the option to use up to 5 percent of funds for [Assurance 16 activities](#). In some cases, state legislatures have mandated component expenditures. For example, state statutes in California, Pennsylvania and Virginia mandate the amount of the weatherization set aside from LIHEAP funds.

State	FY	% Funds Heat	% Funds Cool	% Funds Crisis	% Funds Wx
Alabama	2019	36	30	15	5
Alaska	2019	66.5	0	9.5	5
American Samoa	2019	0	63	7	15
Arizona	2019	16.8	36.2	5	15
Arkansas	2019	40	15	15	15
California	2019	13	13	34	15

LIHEAP Virtual Library



**NEED HELP WITH BILLS?**



**LIHEAP**  
WEBSITE NAVIGATOR

STATE

TRIBAL

NEWS & PUBLICATIONS



# State and Territory Program Information Tables



- Assurance 16 - <https://liheapch.acf.hhs.gov/tables/A16.htm>
- Assets - <https://liheapch.acf.hhs.gov/tables/assets.htm>
- Heat/Cool/Crisis Benefits - <https://liheapch.acf.hhs.gov/tables/benefits.htm>
- Benefit Matrices - <https://liheapch.acf.hhs.gov/delivery/benefits.htm>
- Components - <https://liheapch.acf.hhs.gov/tables/components.htm>
- Cooling - <https://liheapch.acf.hhs.gov/tables/cooling.htm>
- Crisis Definition - [https://liheapch.acf.hhs.gov/sites/default/files//webfiles/docs/LIHEAP\\_Crisis\\_2018.pdf](https://liheapch.acf.hhs.gov/sites/default/files//webfiles/docs/LIHEAP_Crisis_2018.pdf)
- Outreach - <https://liheapch.acf.hhs.gov/tables/outreach.htm>
- Program dates - [https://liheapch.acf.hhs.gov/tables/program\\_dates.htm](https://liheapch.acf.hhs.gov/tables/program_dates.htm)
- Subsidized Benefits - <https://liheapch.acf.hhs.gov/tables/subsidize.htm>
- Benefit determination - <https://liheapch.acf.hhs.gov/tables/heatcrit.htm>
- Administering Agencies (heat/cool/crisis) - <https://liheapch.acf.hhs.gov/admin/heatadmin.htm>
- Administering Agencies (Wx) - <https://liheapch.acf.hhs.gov/admin/wxadmin.htm>
- Eligibility Graph - [https://liheapch.acf.hhs.gov/delivery/eligibility\\_graph.htm](https://liheapch.acf.hhs.gov/delivery/eligibility_graph.htm)
- Eligibility (POP) - <https://liheapch.acf.hhs.gov/tables/POP.htm>
  - (State SMI tables and FPG tables linked in on this page)
- State snapshots - <https://liheapch.acf.hhs.gov/snapshots.htm>



# Tribal Program Information Tables



- Tribal Plans, Manuals, and Delegation Letters - <https://liheapch.acf.hhs.gov/Tribes/trplans.htm>
- Tribal Contracts and Agreements - <https://liheapch.acf.hhs.gov/Tribes/agreements.htm>
- Tribal LIHEAP Applications - <https://liheapch.acf.hhs.gov/Tribes/admin/applications.htm>
- Assurance 16 - <https://liheapch.acf.hhs.gov/tribal/assurance16.htm>
- Heat/Cool/Crisis Benefits - <https://liheapch.acf.hhs.gov/Tribes/benefits/benefits.htm>
- Benefit Matrices - <https://liheapch.acf.hhs.gov/Tribes/benefits.htm>
- Program Components - <https://liheapch.acf.hhs.gov/Tribes/delivery/components.htm>
- Crisis Definition - [https://liheapch.acf.hhs.gov/docs/Crisis\\_2017.pdf](https://liheapch.acf.hhs.gov/docs/Crisis_2017.pdf)
- Outreach - [https://liheapch.acf.hhs.gov/tables/outreach\\_tribe.htm](https://liheapch.acf.hhs.gov/tables/outreach_tribe.htm)
- Program dates - [https://liheapch.acf.hhs.gov/Tribes/Tables/program\\_dates.htm](https://liheapch.acf.hhs.gov/Tribes/Tables/program_dates.htm)
- Benefit determination - [https://liheapch.acf.hhs.gov/Tribes/benefits/benefit\\_det.htm](https://liheapch.acf.hhs.gov/Tribes/benefits/benefit_det.htm)
- Eligibility (POP) - [https://liheapch.acf.hhs.gov/Tribes/income\\_eligibility.htm](https://liheapch.acf.hhs.gov/Tribes/income_eligibility.htm)



# Peer-to-Peer Mentoring



**Goal:** to create and promote productive relationships within the LIHEAP Grantee Network

- Available to all LIHEAP grantees
- Three tiers of program:
  - The “Mentoring Connection”
  - The “LIHEAP Institute”
  - The “LIHEAP Grantee Forum”



Interested grantees should begin by contacting Erin Steuer, [erins@ncat.org](mailto:erins@ncat.org)





# Contact the Clearinghouse



**LIHEAP Clearinghouse**

**<https://liheapch.acf.hhs.gov/>**

**(406) 494-8662**

**Erin Steuer, Project Director**

**[erins@ncat.org](mailto:erins@ncat.org)**

**(406) 494-8641**

