



DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*



# **Low Income Home Energy Assistance Program (LIHEAP)**

## **DES Tribal Informational Forum - August 30, 2023**

---

# Overview of LIHEAP

- LIHEAP benefits can be received once in a 12 month period.
- Eligible households may receive up to \$1,200 once per year. Additionally, households may receive up to \$1,000 in supplemental benefits in applicable crisis situations.
- Priority for service assistance is determined based on vulnerable household members.
- Higher priority may be granted if someone in the home is:
  - A senior (60 years of age or older)
  - Disabled
  - A veteran
  - A child under 6



# Importance of LIHEAP

LIHEAP helps keep families safe and healthy through initiatives that assist families with energy costs. LIHEAP provides assistance to manage costs associated with:

- Home energy bills
- Energy crises
- Weatherization and energy-related minor home repairs





# Year-Round Program

Arizona LIHEAP aids qualified applicants throughout the year.

The DES LIHEAP Team:

- Online through the DES Housing Stability and Utility Assistance Portal, 24 hours a day, 365 days per day
- Accepts applications by phone, through mail, fax, and community resource navigation pathways for those needing additional assistance
- Contacts applications to verify information and resolve discrepancies
- Focuses on eligibility determination
- Provides applicants financial assistance directly to utility vendors



# LIHEAP Crisis Application

---

- Standard LIHEAP assistance must be exhausted for Applicants to receive Crisis Assistance.
- A crisis benefit cannot exceed \$1,000. The two types of Crisis Assistance are as follows:

Regular Crisis (RC)

Life-Threatening Crisis (LTC)

- Crisis LIHEAP applications is processed as soon as possible, but no later than:
  - 48 hours for RC applications
  - 18 hours for LTC applications

# LIHEAP Crisis Application (cont.)

## RC Assistance conditions:

- Household has received a utility shut-off or delinquency notice or an eviction notice (if utilities are included in the rent).
- Standard LIHEAP benefit does not pay the full amount of the Applicant's bill.
- Household utilizes portable fuel or pre-pay utility service and has seven days or less of energy available.



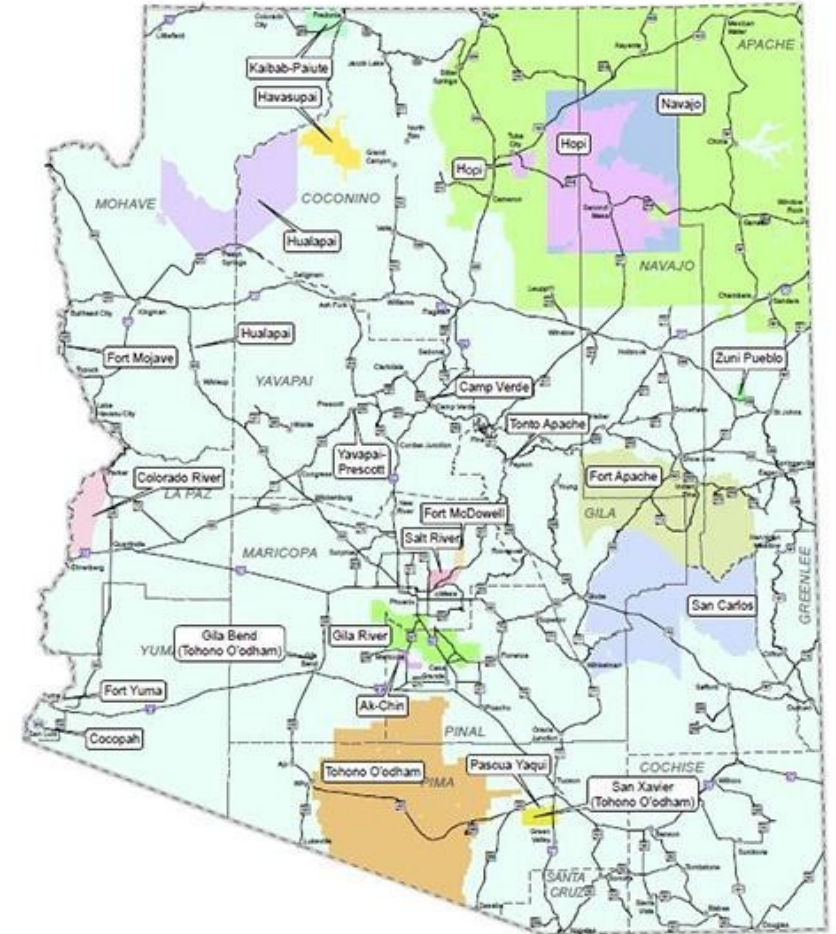
## LTC Assistance conditions:

- The termination of power or exposure to heat or cold would be dangerous to the health of a Household member, as evidenced by a statement from a licensed medical physician.
- Life supporting equipment used in the home is dependent upon utility service for operation of such equipment.



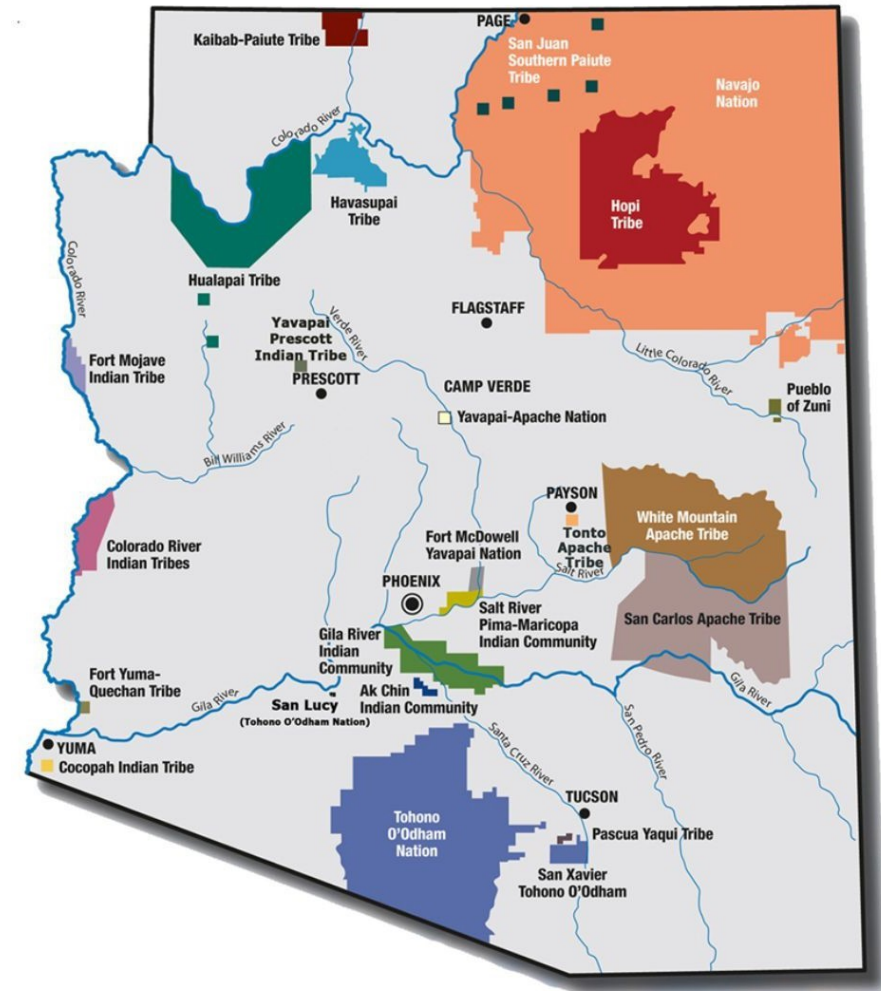
# LIHEAP and Tribal LIHEAP

- The Tohono O'odham Nation partners with DES to administer its own LIHEAP program.
- Members of other tribal nations are eligible to apply for LIHEAP assistance if they have been denied benefits by the tribal nation.
- The EAP-1004A Applicant Statement of Tribal LIHEAP Denial form may be used.
- Tribal members who have received assistance through their tribal program in the last 12 months will not be eligible to receive State LIHEAP benefits
  - Tribal members are potentially eligible to apply for a Crisis benefit through State LIHEAP when their tribe does not offer additional benefits



# Tribal LIHEAP

- The federal LIHEAP statute allows Indian tribes and tribal organizations that wish to assist low-income households in meeting the costs of home energy to apply for the LIHEAP block grant.
- Among the 22 Arizona tribes, 9 tribes received LIHEAP funds directly from OCS.
- 1 Arizona Tribe contracts with ADES to provide LIHEAP funds to its members





# How to Apply for Crisis Assistance

- Applicants can apply for Crisis when they have already received a Standard LIHEAP benefit.

*In the DES online portal - Select "Add Crisis" on the Application Summary page.*

*When not available, select "New Application"*

- Applicants can also submit a paper application

*Along with the paper application, add any of the crisis situation verification listed in slide 6.*

Both a Standard and Crisis LIHEAP benefit may be provided at the same time, if the applicant meets the needed criteria.





DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*



**Q&A**