DETAILED MODEL PLAN (LIHEAP)

Program Name: Low Income Home Energy Assistance
Grantee Name: Arizona
Report Name: DETAILED MODEL PLAN (LIHEAP) Revision # 2
Report Period: 10/01/2022 to 09/30/2023
Report Status: Initialized (Revision #2)

Report Sections

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2. Section 1 - Program Components
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4. Section 3 - COOLING ASSISTANCE
5. Section 4 - CRISIS ASSISTANCE
6. Section 5 - WEATHERIZATION ASSISTANCE
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19. Section 18 - Certification Regarding Debarment, Suspension, and Other Responsibility Matters
20. Section 19 - Certification Regarding Drug-Free Workplace Requirements
21. Section 20 - Certification Regarding Lobbying
22. Assurances
23. Plan Attachments
LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP) MODEL PLAN
SF - 424 - MANDATORY

1. a. Type of Submission: Plan

1. b. Frequency: Annual

1. c. Consolidated Application/Plan/Funding Request?

Explanation:

1. d. Version:

- Initial
- Resubmission
- Revision
- Update

2. Date Received: State Use Only:

3. Applicant Identifier:

4a. Federal Entity Identifier:

4b. Federal Award Identifier:

5. Date Received By State:

6. State Application Identifier:

7. APPLICANT INFORMATION

a. Legal Name: Arizona Department of Economic Security

b. Employer/Taxpayer Identification Number (EIN/TIN): 86-6004791

c. Organizational DUNS: 136730434

d. Address:

- Street 1: 1789 WEST JEFFERSON 3RD FLOOR NW
- Street 2: P.O. BOX 6123
- City: PHOENIX
- County: 
- State: AZ
- Province: 
- Country: United States
- Zip / Postal Code: 85007 -

e. Organizational Unit:

Department Name: Economic Security

Division Name: Division of Community Assistance and Development

f. Name and contact information of person to be contacted on matters involving this application:

Prefix: Ms.

* First Name: Kellyanne

Middle Name: 

* Last Name: Wilde

Suffix: 

Title: Community Action Program Manager

Organizational Affiliation: Arizona Department of Economic Security, DCAD

* Telephone Number: 480-662-6318

Fax Number 

* Email: kwilde@azdes.gov

8a. TYPE OF APPLICANT:

- A: State Government

b. Additional Description:

9. Name of Federal Agency: Office of Community Services

Catalog of Federal Domestic Assistance Number: 93.568

CFDA Title: Low-Income Home Energy Assistance Program

10. CFDA Numbers and Titles

11. Descriptive Title of Applicant's Project

12. Areas Affected by Funding:

13. CONGRESSIONAL DISTRICTS OF:

- a. Applicant District: D7

- b. Program/Project: Statewide

Attach an additional list of Program/Project Congressional Districts if needed.

14. FUNDING PERIOD:

15. ESTIMATED FUNDING:
16. IS SUBMISSION SUBJECT TO REVIEW BY STATE UNDER EXECUTIVE ORDER 12372 PROCESS?

a. This submission was made available to the State under the Executive Order 12372


b. Program is subject to E.O. 12372 but has not been selected by the State for review.

c. Program is not covered by E.O. 12372.

17. Is The Applicant Delinquent On Any Federal Debt?

☐ YES
☐ 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)

**I Agree

** 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
18b. Signature of Authorized Certifying Official
18c. Telephone (area code, number and extension)
18d. Email Address
18e. Date Report Submitted (Month, Day, Year)

Attach supporting documents as specified in agency instructions.
Section 1 - Program Components

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

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.)

<table>
<thead>
<tr>
<th>Component</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heating assistance</td>
<td>10/01/2022</td>
<td>09/30/2023</td>
</tr>
<tr>
<td>Cooling assistance</td>
<td>10/01/2022</td>
<td>09/30/2023</td>
</tr>
<tr>
<td>Crisis assistance</td>
<td>10/01/2022</td>
<td>09/30/2023</td>
</tr>
<tr>
<td>Weatherization assistance</td>
<td>10/01/2022</td>
<td>09/30/2023</td>
</tr>
</tbody>
</table>

Provide further explanation for the dates of operation, if necessary

Arizona has identified date ranges for heating and cooling and has assigned a date range to each county for FFY 2023.

1) HEATING (November 1-March 31) and COOLING (April 1-October 31) for counties: Coconino, Yavapai, Navajo, Apache, Greenlee, Graham, Cochise, and Santa Cruz.

2) HEATING (December 1-March 31) and COOLING (April 1-November 30) for counties: Mojave, La Paz, Yuma, Maricopa, Gila, Pinal, and Pima.

The heating and cooling months overlap due to weather conditions. Since the LIHEAP adjudication and application processing portion of this program will be administered within DES through the utilization of an online portal, DES will be allocating monthly LIHEAP funds based on the heating and cooling needs of each location. DES will budget in this manner in order to keep the LIHEAP program operating throughout the entire year. The heating and cooling months illustrate when heating and cooling begins for each Arizona region. The above dates are based on the calendar year and not on the FFY 2023. Funding for the Federal Fiscal Year is not affected by the heating and cooling months listed above.

Energy-Related Repair (ERR) Crisis assistance start date: 10/01/2022, or when funds are available, whichever is later. End date: 9/30/2023. When a date of operation falls on a weekend or holiday, the effective dates will be the first business day following the listed date except for 9/30/2023. The last date of operation for the federal fiscal year or the last business day is 9/30/2022.

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%.

<table>
<thead>
<tr>
<th>Component</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heating assistance</td>
<td>16.80%</td>
</tr>
<tr>
<td>Cooling assistance</td>
<td>38.12%</td>
</tr>
<tr>
<td>Crisis assistance</td>
<td>5.00%</td>
</tr>
<tr>
<td>Weatherization assistance</td>
<td>15.00%</td>
</tr>
<tr>
<td>Carryover to the following federal fiscal year</td>
<td>10.00%</td>
</tr>
<tr>
<td>Administrative and planning costs</td>
<td>10.00%</td>
</tr>
</tbody>
</table>
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:

- Heating assistance
- Cooling assistance
- Weatherization assistance
- Other (specify) Support a year-round crisis assistance program that includes heating and cooling

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?

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Heating</th>
<th>Cooling</th>
<th>Crisis</th>
<th>Weatherization</th>
</tr>
</thead>
<tbody>
<tr>
<td>TANF</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SSI</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SNAP</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Means-tested Veterans Programs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (Specify)</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

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

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:

- Once Per Year
- Once every five years
- 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?

- Yes Gross Income
- No Net Income

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

- Yes Wages
- Yes Self-Employment Income
- Yes Contract Income
<table>
<thead>
<tr>
<th>Payments from mortgage or Sales Contracts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unemployment insurance</td>
</tr>
<tr>
<td>Strike Pay</td>
</tr>
<tr>
<td>Social Security Administration (SSA) benefits</td>
</tr>
<tr>
<td>- Including Medicare deduction</td>
</tr>
<tr>
<td>- Excluding Medicare deduction</td>
</tr>
<tr>
<td>Supplemental Security Income (SSI)</td>
</tr>
<tr>
<td>Retirement/pension benefits</td>
</tr>
<tr>
<td>General Assistance benefits</td>
</tr>
<tr>
<td>Temporary Assistance for Needy Families (TANF) benefits</td>
</tr>
<tr>
<td>Supplemental Nutrition Assistance Program (SNAP) benefits</td>
</tr>
<tr>
<td>Women, Infants, and Children Supplemental Nutrition Program (WIC) benefits</td>
</tr>
<tr>
<td>Loans that need to be repaid</td>
</tr>
<tr>
<td>Cash gifts</td>
</tr>
<tr>
<td>Savings account balance</td>
</tr>
<tr>
<td>One-time lump-sum payments, such as rebates/credits, winnings from lotteries, refund deposits, etc.</td>
</tr>
<tr>
<td>Jury duty compensation</td>
</tr>
<tr>
<td>Rental income</td>
</tr>
<tr>
<td>Income from employment through Workforce Investment Act (WIA)</td>
</tr>
<tr>
<td>Income from work-study programs</td>
</tr>
<tr>
<td>Alimony</td>
</tr>
<tr>
<td>Child support</td>
</tr>
<tr>
<td>Interest, dividends, or royalties</td>
</tr>
<tr>
<td>Commissions</td>
</tr>
<tr>
<td>Legal settlements</td>
</tr>
<tr>
<td>Insurance payments made directly to the insured</td>
</tr>
<tr>
<td>Insurance payments made specifically for the repayment of a bill, debt, or estimate</td>
</tr>
<tr>
<td>Veterans Administration (VA) benefits</td>
</tr>
<tr>
<td>Earned income of a child under the age of 18</td>
</tr>
<tr>
<td>Balance of retirement, pension, or annuity accounts where funds cannot be withdrawn without a penalty.</td>
</tr>
</tbody>
</table>
- Income tax refunds

- Stipends from senior companion programs, such as VISTA

- Funds received by a household for the care of a foster child

- Ameri-Corp Program payments for living allowances, earnings, and in-kind aid

- Reimbursements (for mileage, gas, lodging, meals, etc.)

- Other

  Cash gifts over $50 are counted.

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 2 - HEATING ASSISTANCE

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

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

<table>
<thead>
<tr>
<th>Add</th>
<th>Household size</th>
<th>Eligibility Guideline</th>
<th>Eligibility Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1-8</td>
<td>State Median Income</td>
<td>60.00%</td>
</tr>
<tr>
<td>2</td>
<td>9+</td>
<td>HHS Poverty Guidelines</td>
<td>150.00%</td>
</tr>
</tbody>
</table>

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:

Prioritization for vulnerable populations is completed by allowing for higher benefit payments. This is calculated through the benefit matrix. Vulnerable populations will not receive prioritized/expedited application processing (unless they are experiencing a crisis). When determining benefit amounts, additional points are given to households with high energy burdens, elderly (60+ years old), disabled, veterans, and children 6 years old and under. A household may receive one point for each category, if eligible. Elderly participants in recertification programs may use a pre-register/pre-enrollment application process, therefore giving them a priority. DES also plans to hold aside funding specifically for those within the recertification program to ensure vulnerable populations are served equitably.

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.

When determining benefit amounts, additional points are given to households with high energy burdens, elderly (60+ years old), disabled, veterans, and children 6 years old and under. A household may receive one point for each category, if eligible. Elderly participants in recertification programs may use a pre-register/pre-enrollment application process, therefore giving them a priority. DES also plans to hold aside funding specifically for those within the recertification program to ensure vulnerable populations are served equitably.

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

- Income
- Family (household) size
- Home energy cost or need:
  - Fuel type
  - Climate/region
  - Individual bill
  - Dwelling type
- Energy burden (% of income spent on home energy)
Elderly, disabled, veterans and households with children age 6 and under are given additional points for eligibility, which could increase the benefit level. Added points are included in the calculation of households utilizing portable fuels.

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

<table>
<thead>
<tr>
<th>Minimum Benefit</th>
<th>$480</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum Benefit</td>
<td>$1,200</td>
</tr>
</tbody>
</table>

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

If yes, describe.

CAA’s and CAA Subcontractors, which are contracted agencies that are utilized due to geographical limitations of CAAs, offer blankets, wood, wood pellets, and bottled propane when available. Please see LIHEAP Only Benefit Matrix attached for Heating/Cooling/Crisis.

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 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:

<table>
<thead>
<tr>
<th>Add</th>
<th>Household size</th>
<th>Eligibility Guideline</th>
<th>Eligibility Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1-8</td>
<td>State Median Income</td>
<td>60.00%</td>
</tr>
<tr>
<td>2</td>
<td>9+</td>
<td>HHS Poverty Guidelines</td>
<td>150.00%</td>
</tr>
</tbody>
</table>

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:

Prioritization for vulnerable populations is completed by allowing for higher benefit payments. This is calculated through the benefit matrix. Vulnerable populations will not receive prioritized/expedited application processing (unless they are experiencing a crisis).

Eligibility points are given to households with high energy burdens, elderly (60+ years old) household members, disabled household members, veterans, and children age 6 and under. A household may receive one point for each category, if eligible. Elderly participants in recertification programs may use a pre-register/pre-enrollment application process.

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

Elderly, disabled, veterans, and households with children age 6 and under are given additional points for eligibility, which could increase the benefit level.

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
- ✔ Home energy cost or need:
  - ✔ Fuel type
  - ○ Climate/region
  - ✔ Individual bill
  - ○ Dwelling type
  - ✔ Energy burden (% of income spent on home energy)
Elderly, disabled, veterans and households with children age 6 and under are given additional points for eligibility, which could increase the benefit level. Added points are included in the calculation of households utilizing portable fuels.

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

3.6 Describe estimated benefit levels for the fiscal year for which this plan applies

<table>
<thead>
<tr>
<th>Minimum Benefit</th>
<th>$480</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum Benefit</td>
<td>$1,200</td>
</tr>
</tbody>
</table>

3.7 Do you provide in-kind (e.g., fans, air conditioners) and/or other forms of benefits? ☐ Yes ☐ No

If yes, describe.

CAA's and CAA Subcontractors may provide fans and other equipment when available.

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 4 - CRISIS ASSISTANCE

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

Section 4: CRISIS ASSISTANCE

4.1 Designate the income eligibility threshold used for the crisis component

<table>
<thead>
<tr>
<th>Add</th>
<th>Household size</th>
<th>Eligibility Guideline</th>
<th>Eligibility Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1-8</td>
<td>State Median Income</td>
<td>60.00%</td>
</tr>
<tr>
<td>2</td>
<td>9+</td>
<td>HHS Poverty Guidelines</td>
<td>150.00%</td>
</tr>
</tbody>
</table>

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

A crisis exists when a household faces an energy burden that depletes or threatens to deplete financial resources, or which poses potential health and/or safety threat to the well-being of the household.

A client is considered to be in a crisis when any of the following occur:

- The household has received a shutoff or eviction notice (when included in the rent) and/or is pending loss of energy
- The Standard LIHEAP benefit does not pay the full amount of the Applicant’s bill
- The Household utilizes portable fuel or pre-pay utility service and has 7 days or less of energy available

Eligible LIHEAP crisis applicants must be provided some type of assistance within 48 hours, as funding (resources), are available.

Added to the definition of a crisis is the determination of a Human Service Emergency made by the Arizona Department of Economic Security. A Human Service Emergency includes, but is not limited to, fire or flood which results in the evacuation of homes and shelters. Upon determination of a Human Service Emergency, households affected may be assisted with costs to temporarily shelter or house individuals in hotels, apartments, or other living situations, i.e., placing people in settings to preserve health and safety and to move them away from the crisis situation.

If a client does not qualify for LIHEAP benefits, the client's circumstance will be taken into consideration during a crisis situation in the case of a sudden loss of income, power or fiscal issue, a death in the family, or a medical emergency.

4.3 What constitutes a life-threatening crisis?

A client is considered to be in a life-threatening crisis when one of the following situations exists:

- 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 on utility service for the operation of such apparatus.

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

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

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:
\[\begin{align*}
&\text{Must the household have received a shut-off notice or have a near-empty tank?}  &\quad ☐ Yes ☐ No \\
&\text{Must the household have been shut off or have an empty tank?}  &\quad ☐ Yes ☐ No \\
&\text{Must the household have exhausted their regular heating benefit?}  &\quad ☐ Yes ☐ No \\
&\text{Must renters with heating costs included in their rent have received an eviction notice?}  &\quad ☐ Yes ☐ No \\
&\text{Must heating/cooling be medically necessary?}  &\quad ☐ Yes ☐ No \\
&\text{Must the household have non-working heating or cooling equipment?}  &\quad ☐ Yes ☐ No \\
&\text{Other?}  &\quad ☐ Yes ☐ No
\end{align*}\]

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

Explanations of policies for each "yes" checked above:

Although the point system is not used for LIHEAP crisis assistance, the household must receive heating/cooling assistance either prior to or with the crisis payment. The point system is utilized to determine the household's LIHEAP assistance and is not recalculated for the crisis payment. A shut-off notice, delinquency, or imminent loss is needed to qualify for crisis assistance.

Determination of Benefits

4.8 How do you handle crisis situations?

☐ Separate component  
☐ Fast Track  
☐ Other - Describe:

Crisis assistance is available to applicants who have already received non-crisis assistance within a twelve (12) month period. The applicant must have a shut-off, disconnect notice, a notice that the utility has already been disconnected, or an eviction notice if utilities are included in the rent. When the standard LIHEAP benefit at the time of application is not enough to cover the outstanding amount due, the applicant is eligible to receive a crisis payment with the initial LIHEAP application.

Energy-Related Repair (ERR) (see weatherization).

4.9 If you have a separate component, how do you determine crisis assistance benefits?

☐ Amount to resolve the crisis.  
☐ Other - Describe:

Amount to resolve the crisis, up to a maximum of $1000.

Crisis Requirements, 2604(c)

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?

☐ Yes ☐ No

Explain.

Accommodations are made to address households in rural areas by various CAA Subcontractors offering satellite locations and partnering with local CAAs that are geographically accessible to households. Some CAAs and CAA Subcontractors travel to alternate locations to accommodate those who reside in rural areas. LIHEAP applications will also be received through an online portal that is accessible to anyone with an internet connection. Phone-based applications are also available.

4.11 Do you provide individuals who are physically disabled the means to:

Submit applications for crisis benefits without leaving their homes?

☐ Yes ☐ No  If No, explain.
Households with high energy burdens?  
- Yes  
- No  

In Order to receive crisis assistance:
- Must the household have received a shut-off notice or have a near-empty tank?  
  - Yes  
  - No  
- Must the household have been shut off or have an empty tank?  
  - Yes  
  - No  
- Must the household have exhausted their regular heating benefit?  
  - Yes  
  - No  
- Must renters with heating costs included in their rent have received an eviction notice?  
  - Yes  
  - No  
- Must heating/cooling be medically necessary?  
  - Yes  
  - No  
- Must the household have non-working heating or cooling equipment?  
  - Yes  
  - No  
- Other?  
  - 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  

Explanations of policies for each “yes” checked above:

Although the point system is not used for LIHEAP crisis assistance, the household must receive heating/cooling assistance either prior to or with the crisis payment. The point system is utilized to determine the household's LIHEAP assistance and is not recalculated for the crisis payment. A shut-off notice, delinquency, or imminent loss is needed to qualify for crisis assistance.

Benefit Levels, 2605(c)(1)(B)

<table>
<thead>
<tr>
<th>Type of Crisis</th>
<th>Maximum Benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Winter Crisis</td>
<td>$0.00 maximum benefit</td>
</tr>
<tr>
<td>Summer Crisis</td>
<td>$0.00 maximum benefit</td>
</tr>
<tr>
<td>Year-round Crisis</td>
<td>$1,000.00 maximum benefit</td>
</tr>
</tbody>
</table>

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

If yes, Describe

CAA’s and CAA Subcontractors offer blankets, space heaters, AC units, and fans, when available.

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.

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

<table>
<thead>
<tr>
<th>Winter Crisis</th>
<th>Summer Crisis</th>
<th>Year-round Crisis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heating system repair</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Heating system replacement</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Cooling system repair</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Cooling system replacement</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Wood stove purchase</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Pellet stove purchase</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Several of Arizona's energy vendors enforce moratoriums with varying criteria. The largest energy vendors are represented below with their specific guidelines. These guidelines are in accordance with Arizona Administrative Code 14-2-211. The Corporation Commission’s mission is to ensure safe, reliable, and affordable utility services. They may determine that other weather conditions are especially dangerous to one's health as the need arises.

As stated in AAC 14-2-211 and Corporation Commission’s guidance, “A utility shall not disconnect: 1. Residential service to a customer from June 1 through October 15; 2. If the local weather forecast will include weather conditions that the Commission has determined, by order, are especially dangerous to health; 3. If the customer has paid at least half of the customer’s outstanding bill balance within the last 25 days; 4. If the customer’s outstanding bill balance is less than or equal to $75.00.”

Arizona Public Service (APS) uses 32 degrees Fahrenheit as the point at which they stop disconnections for non-payment for low temperatures. In addition, APS also developed an internal business process where disconnections are suppressed for non-payment when high heat stress indexes are present, as determined by the Phoenix Heat Alert website that relies on heat and humidity predictions from the National Oceanic and Atmospheric Administration (NOAA).

Southwest Gas (SWG) is prohibited from performing shut-offs during periods of time where weather will be especially dangerous to one's health. These weather conditions are defined as that period of time commencing with the scheduled determination date when the local weather forecast, as predicted by NOAA, indicates that the temperature will not exceed 32 degrees Fahrenheit for the next day’s forecast.

Salt River Project (SRP) self-initiates moratoriums in the winter and summer based on weather conditions. The duration of the self-initiated moratorium fluctuates based on weather conditions. The criteria for moratoriums are extremely cold temperatures or excessive heat warnings issued by the National Weather Service.

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 5 - WEATHERIZATION ASSISTANCE

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

<table>
<thead>
<tr>
<th>Add</th>
<th>Household Size</th>
<th>Eligibility Guideline</th>
<th>Eligibility Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>All Household Sizes</td>
<td>HHS Poverty Guidelines</td>
<td>200.00%</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td>0.00%</td>
</tr>
</tbody>
</table>

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. Arizona Department of Housing

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
- [x] Mostly under LIHEAP rules with the following DOE WAP rule(s) where LIHEAP and WAP rules differ (Check all that apply):
  - [x] Income Threshold
  - [x] 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
  - [x] Weatherize shelters temporarily housing primarily low income persons (excluding nursing homes, prisons, and similar institutional care facilities).

- [ ] Other - Describe:
  - Weatherization Measures are not subject to DOE Savings to Investment Ratio (SIR) Standards.
  - Energy-Related Repair (ERR) is a crisis program for heating and cooling systems that do not heat or cool, do not distribute heat or cooling, are malfunctioning, or have health and safety issues (such as producing carbon monoxide). Households must be homeowners as landlords are required to maintain heat or cooling in rental units. The Arizona Department of Housing determines the prioritization of needs for ERR and funding as available.
  - If the regular weatherization benefit resolves a crisis, no prioritization will be utilized. A client is considered to be in a life-threatening crisis when the household has:
    - No heating or cooling
    - No heating or cooling distribution

5.6 Do you require an assets test?

- [ ] Yes
- [ ] No

5.7 Do you have additional/differing eligibility policies for:

- [ ] Renters
- [ ] Yes
- [ ] No
Renters living in subsidized housing?  Yes  No

5.8 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

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.

Elderly, disabled, veterans, and households with children age 6 and under are prioritized if the household has vulnerable members during the crisis.

Benefit Levels

5.9 Do you have a maximum LIHEAP weatherization benefit/expenditure per household?  Yes  No

5.10 If yes, what is the maximum?  $0

Types of Assistance, 2605(c)(1), (B) & (D)

5.11 What LIHEAP weatherization measures do you provide? (Check all categories that apply.)

- Weatherization needs assessments/audits
- Caulking and insulation
- Storm windows
- Furnace/heating system modifications/repairs
- Furnace replacement
- Cooling system modifications/repairs
- Water conservation measures
- Compact fluorescent light bulbs
- Energy related roof repair
- Major appliance Repairs
- Major appliance replacement
- Windows/sliding glass doors
- Doors
- Water Heater
- Cooling system replacement
- Other - Describe:

$20,000 rolling average per home. See attachment 5A for a full explanation.

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 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:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place posters/flyers in local and county social service offices, offices of aging, Social Security offices, VA, etc.</td>
<td>✔</td>
</tr>
<tr>
<td>Publish articles in local newspapers or broadcast media announcements.</td>
<td>✔</td>
</tr>
<tr>
<td>Include inserts in energy vendor billings to inform individuals of the availability of all types of LIHEAP assistance.</td>
<td></td>
</tr>
<tr>
<td>Mass mailing(s) to prior-year LIHEAP recipients.</td>
<td></td>
</tr>
<tr>
<td>Inform low income applicants of the availability of all types of LIHEAP assistance at application intake for other low-income programs.</td>
<td>✔</td>
</tr>
<tr>
<td>Execute interagency agreements with other low-income program offices to perform outreach to target groups.</td>
<td></td>
</tr>
<tr>
<td>Other (specify):</td>
<td>✔</td>
</tr>
<tr>
<td>CAA's and CAA Subcontractors periodically hold mass intake events.</td>
<td>✔</td>
</tr>
</tbody>
</table>

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 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:

The Arizona Department of Economic Security will continue its policy of cooperation, coordination, and information exchange with the Arizona Department of Housing and Federal Resources, LIHEAP Provider Agencies, Community Services Block Grant providers, Social Security Administration, and any other Energy Programs in order to minimize duplication of services and maximize services available to eligible clients. This cooperation is in the form of both formal and informal meetings, coordination of contracting procedures and contractors, exchange of significant correspondence, and joint planning. Currently, the same Administration within the Department administers funding from Community Services, Social Services, Low Income Home Energy Assistance Program, and Temporary Assistance to Needy Families block grants.

Coordination between the block grant programs occurs on a regular basis to ensure that the needs of the low-income households are addressed. The LIHEAP Weatherization Program is administered by the Arizona Department of Housing.

The Arizona Department of Economic Security is working toward increasing the collaboration with Community Action Agencies (CAAs) in order to maximize the utilization of community resources and benefits for eligible clients by moving toward a community navigation model. Through the community navigation model, the CAAs will focus on case management in order to assist clients with their applications for benefits through an online portal that will allow them to apply for multiple programs. The goal of the community navigation model is to assist clients by connecting them to resources and benefits that meet their needs.

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 (Required for state grantees and the Commonwealth of Puerto Rico)

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

- [x] Administration Agency
- [ ] Commerce Agency
- [ ] Community Services Agency
- [ ] Energy / Environment Agency
- [ ] Housing Agency
- [ ] 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?

Division of Community Assistance and Development will conduct outreach via social media campaigns, print materials, and community outreach in collaboration with the CAAs to constituents for the LIHEAP program.

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

Division of Community Assistance and Development will conduct outreach via social media campaigns, print materials, and community outreach in collaboration with the CAAs to constituents for the LIHEAP program.

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

Division of Community Assistance and Development will conduct outreach via social media campaigns, print materials, and community outreach in collaboration with the CAAs to constituents for the LIHEAP program.

8.5 LIHEAP Component Administration.

<table>
<thead>
<tr>
<th>8.5a Who determines client eligibility?</th>
<th>Heating</th>
<th>Cooling</th>
<th>Crisis</th>
<th>Weatherization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Division of Community Assistance and Development (DCAD), DES</td>
<td>Division of Community Assistance and Development (DCAD), DES</td>
<td>Division of Community Assistance and Development (DCAD), DES</td>
<td>Local City Government</td>
<td></td>
</tr>
<tr>
<td>Department of Housing</td>
<td>Department of Housing</td>
<td>Department of Housing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CAAs</td>
<td>Non-profits</td>
<td>Non-profits</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

8.5b Who processes benefit payments to gas and electric vendors?

<table>
<thead>
<tr>
<th>Division of Community Assistance and Development (DCAD), DES</th>
<th>Division of Community Assistance and Development (DCAD), DES</th>
<th>Division of Community Assistance and Development (DCAD), DES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local County Government CAAs</td>
<td>Non-profits</td>
<td>Non-profits</td>
</tr>
</tbody>
</table>

8.5c Who processes benefit payments to bulk fuel vendors?

<table>
<thead>
<tr>
<th>Division of Community Assistance and Development (DCAD), DES</th>
<th>Division of Community Assistance and Development (DCAD), DES</th>
<th>Division of Community Assistance and Development (DCAD), DES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local County Government CAAs</td>
<td>Non-profits</td>
<td>Non-profits</td>
</tr>
</tbody>
</table>
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?
In FFY 2023, there are 12 LIHEAP Providers, which consist of 11 CAAs, which are awarded as limited purpose LIHEAP Providers due to the 2003 Procurement Code change that exempts CAAs (A.R.S. 41-2501), and Tohono O'Odham Nation, which is a LIHEAP sub-grantee.

### 8.7 How many local administering agencies do you use? 12

### 8.8 Have you changed any local administering agencies in the last year?  
- [ ] Yes
- [x] No

### 8.9 If so, why?
- [ ] Agency was in noncompliance with grantee requirements for LIHEAP -
- [ ] Agency is under criminal investigation
- [ ] Added agency
- [ ] Agency closed
- [ ] Other - describe

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

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

<table>
<thead>
<tr>
<th>Heating</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cooling</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Crisis</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

If yes, Describe.

Division of Community Assistance and Development (DCAD), DES, CAAs, and CAA Subcontractors make payments directly to Energy Suppliers on behalf of the client.

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

Clients are notified by the Division of Community Assistance and Development (DCAD), DES, CAAs, and CAA Subcontractors via an approval email of the amount paid on their behalf.

### 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?

Energy suppliers will, through their normal billing process, apply the Energy Assistance Payments to the approved household's account, just as any other payment would be applied. DCAD will request verification that assistance payment has been applied to the correct account for the client. This requirement will be written into the vendor contract.

### 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?

Energy suppliers will, through their normal billing process, apply the Energy Assistance Payments to the approved household's account, just as any other payment would be applied. DCAD will request verification that assistance payment has been applied to the correct account for the client. This requirement will be written into the vendor contract.

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

The Arizona Department of Economic Security assures that fiscal control and fund accounting procedures are established to ensure the proper accounting of their dispersal of federal funds paid to the state under this program, including procedures for monitoring the assistance provided under this title, and that the Arizona Auditor General's Office includes LIHEAP in its audit of program expenditures in accordance with the Single Audit Act of 1984.

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.

<table>
<thead>
<tr>
<th>No Findings</th>
<th>Type</th>
<th>Brief Summary</th>
<th>Resolved?</th>
<th>Action Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. 2020-07</td>
<td>Significant deficiencies</td>
<td>The Department, along with 3 other State agencies had deficiencies in their processes for managing and documenting IT risks, which may put operations and IT systems and data at unintended and unnecessary risk of potential harm. This finding is similar to prior-year finding 2019-01.</td>
<td>Yes</td>
<td>Single audit recently released</td>
</tr>
<tr>
<td>2. 2020-08</td>
<td>Material weakness</td>
<td>The Department, along with 2 other State agencies' control procedures over IT systems and data were not sufficient, which increases the risk that the agencies may not adequately protect systems and data. This finding is similar to 2019-02.</td>
<td>Yes</td>
<td>Single audit recently released</td>
</tr>
</tbody>
</table>

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 the compliance process.
☑ Grantee conducts fiscal and program monitoring of local agencies/district offices
10.5. Describe the Grantee's strategies for monitoring compliance with the Grantee's and Federal LIHEAP policies and procedures: Select all that apply

Grantee employees:

- [ ] Internal program review
- [ ] Departmental oversight
- [ ] Secondary review of invoices and payments
- [ ] Other program review mechanisms are in place. Describe:

See boxes checked above

Local Administering Agencies / District Offices:

- [ ] On-site evaluation
- [ ] Annual program review
- [ ] Monitoring through central database

10.6. Explain, or attach a copy of your local agency monitoring schedule and protocol.

- Schedule - Monitoring of CAAs will occur at least once every three years. Any CAA that has a particular problem will be given technical assistance until the problem is resolved.

- Focus - Monitoring focuses on the following areas: program, fiscal, policy, general contract requirements, and navigator model compliance. Monitoring may occur through a desk review of materials or on-site monitoring. Weatherization monitoring encompasses the aforementioned areas, plus on-site quality control inspection of weatherized homes. Monitoring visits are also used for contractor training and technical assistance as required. Monitoring relates to CAAs separate evaluations of internal controls, such as control self-assessments or internal procedures and performance. Internal monitoring processes shall be practiced by the CAA. LIHEAP CAAs have a responsibility to monitor and be monitored for compliance with program requirements.

The Arizona Department of Economic Security monitors CAA compliance with all requirements of federal, state, and local laws, contractual requirements, and directives in policy. The CAA shall cooperate in the evaluation of contracted services. The evaluation may assess the CAA's progress and/or success in achieving the goals, objectives, and deliverables set forth in their contract related to LIHEAP.

- Protocol - The Arizona Department of Economic Security shall provide the CAA with the request for needed documents, such as case management files, and fiscal and administrative records, at least one week prior to the scheduled monitoring date. Regarding unscheduled monitoring, the Arizona Department of Economic Security may request needed documents while on-site without prior notice. The Arizona Department of Economic Security will communicate recommendations of findings with key personnel and provide the opportunity for clarification and will provide written results of the monitoring within a reasonable amount of time.

The CAA will ensure that key personnel are available for discussion during the scheduled monitoring and that the requested records are available and in order beginning on the first day of the scheduled on-site monitoring visit. It is the Arizona Department of Economic Security's expectation that the monitoring will begin at the agreed date and time for scheduled monitoring.

The on-site monitoring visit will include these activities:

The interview should include the Arizona Department of Economic Security Contract Specialist, Arizona Department of Economic Security Program Specialist, and the CAA's Program Manager. It may include other Arizona Department of Economic Security and CAA staff upon request of the Arizona Department of Economic Security's Contract Specialist, Arizona Department of Economic Security Program Specialist, or at the discretion of the CAA. The entrance interview will describe the monitoring activities that will take place, review the monitoring process, and schedule interviews with other CAA staff, as requested by the Arizona Department of Economic Security monitoring team.

On-site compliance monitoring will consist of a program review, with follow-up questions appropriate to the local situation. In order to complete the compliance monitoring, the Arizona Department of Economic Security Contract Specialist and/or the Arizona Department of Economic Security Program Specialist will interview the CAA Program Manager, the Fiscal Director, the position responsible for outreach activities, and any other staff whose work is integral to the program, as well as applicants.

DEA Adjudicators will have case audits completed on a monthly basis to ensure accurate determinations are made. Second-level audits will also be completed to ensure audits are being performed correctly.

10.7. Describe how you select local agencies for monitoring reviews.

Site Visits:

CAAs are monitored at least once every three years. If there are concerns related to a specific CAA operation, that CAA would be a priority for monitoring. DES will also monitor the navigator model implementation of the CAAs to ensure consistency among the agencies.
Desk Reviews:  

Desk reviews of CAAs reports are conducted by the CAPs team on a monthly basis. They are reviewed for financial, contract, and federal compliance.

10.8. How often is each local agency monitored?  

CAAs are monitored at least once every three years.

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

The Arizona Department of Economic Security has not captured collective data in this area; however, a resolution to eligibility determination issues is addressed at the time of monitoring and in a formal Report of Findings. DES Adjudicators will be reviewed for accuracy in determinations, and DES strives to be above 80% accuracy.

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

The Arizona Department of Economic Security has not captured collective data in this area; however, a resolution to benefit determination issues is addressed at the time of monitoring and in a Formal Report of Findings. DES Adjudicators will be reviewed for accuracy on benefit determinations, at this time there is no set standard.

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.
### Section 11: Timely and Meaningful Public Participation, 2605(b)(12), 2605(C)(2)

#### 11.1 How did you obtain input from the public in the development of your LIHEAP plan?

Select all that apply.

- [x] Tribal Council meeting(s)
- [x] Public Hearing(s)
- [x] Draft Plan posted to website and available for comment
- [x] Hard copy of plan is available for public view and comment
- [x] Comments from applicants are recorded
- [x] Request for comments on draft Plan is advertised
- [x] Stakeholder consultation meeting(s)
- [ ] Comments are solicited during outreach activities
- [ ] Other - Describe:

#### 11.2 What changes did you make to your LIHEAP plan as a result of this participation?

TBD - PENDING PUBLIC HEARING

#### 11.3 List the date and location(s) that you held a public hearing(s) on the proposed use and distribution of your LIHEAP funds?

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/19/2022</td>
<td>Community Action State Plans Public Hearing Online</td>
</tr>
<tr>
<td>07/21/2022</td>
<td>Community Action State Plans Public Hearing Online</td>
</tr>
</tbody>
</table>

#### 11.4. How many parties commented on your plan at the hearing(s)? TBD

#### 11.5 Summarize the comments you received at the hearing(s).

TBD - PENDING PUBLIC HEARING

#### 11.6 What changes did you make to your LIHEAP plan as a result of the comments received at the public hearing(s)?

TBD - PENDING PUBLIC HEARING

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

12.1 How many fair hearings did the grantee have in the prior Federal fiscal year? 0

12.2 How many of those fair hearings resulted in the initial decision being reversed? 0

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.

Fair Hearing Overview

The LIHEAP shall provide an Applicant or Client with a notice of their Appeal rights when:

- A person applies for the Program; and
- LIHEAP has determined the Client is ineligible for a benefit or if LIHEAP fails to take action within the prescribed time limits on the Applicant or Client’s eligibility for benefits.

The Applicant or Client has the right to request an Appeal when:

- The Client wants to appeal the approved level of benefits, timeliness of the application, or denial of an application.
- The Applicant or Client may Appeal the decision to DES. LIHEAP staff must not limit or interfere with the Applicant’s right to request a hearing.

A Pre-Hearing Conference will take place, after an appeal is submitted, between DES and the Applicant or Client in hopes of resolving the issue.

The Appellant or representative of the Applicant may request to withdraw the hearing request at any time by contacting DES.

12.5 When and how are applicants informed of these rights?

DES will provide an applicant or client with a notice of appeal rights in the portal when a person applies for LIHEAP. The portal will also email the applicant when they receive a new communication.

Fair Hearing information will also be posted on the DCAD website and the CAA’s waiting areas.

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

Households whose applications are not acted on in a timely manner will be encouraged to resolve their concern by contacting DES. A phone number and e-mail address will be provided through the application process for resolution. If households do not receive a satisfactory response, they may follow the procedure explained in 12.4.
12.7 When and how are applicants informed of these rights?

DES will provide an applicant or client with a notice of appeal rights in the portal when a person applies for LIHEAP. The portal will also email the applicant when they receive a new communication.

Fair Hearing information will also be posted on the DCAD website and the CAA and CAA Subcontractors waiting areas.

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

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?

CAAs and CAA Subcontractors offer energy reduction education through various methods such as brochures, teaching applicants during the application process, in-house tutorial videos presented in waiting areas, and/or classes. DES will continue to partner with CAAs, which will be responsible for Assurance 16 activities in their area.

13.2 How do you ensure that you do not use more than 5% of your LIHEAP funds for these activities?

To ensure that no more than 5 percent of LIHEAP funding is used for Assurance 16 purposes, the Arizona Department of Economic Security utilizes fiscal and program controls, including fund accounting procedures, to ensure that CAAs abide by federal guidelines.

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

The Arizona Department of Economic Security has not collected impact data on Assurance 16 activities for FFY 2023; however, we are currently working on redesigning the program with impact measures in mind, which will be included in future reports.

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

FFY 2023 data is not finalized; however, the data is forthcoming in the Performance Data Form. No direct monetary benefits have been issued to households using Assurance 16 funds during FFY 2023.

13.5 How many households applied for these services?

Applicants do not apply for these services. Clients are offered education during their intake appointment. CAAs may offer additional items, such as energy conservation kits, to any applicants who wish to receive them.

13.6 How many households received these services?

19862

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 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.

When funding is made available, a request for submittal is emailed to CAAs along with all pertinent attachments (blank leveraging report and previous year report/reports submitted, if applicable) with a deadline to submit all leveraging resource reports by October 15th. Funds used for leveraging are not federal funds.

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:

<table>
<thead>
<tr>
<th>Resource</th>
<th>What is the type of resource or benefit?</th>
<th>What is the source(s) of the resource?</th>
<th>How will the resource be integrated and coordinated with LIHEAP?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wildfire (ACAA) Utility Repair,</td>
<td>URRD funds are used by CAAs in coordination with LIHEAP for deposits, repairs, or replacements of</td>
<td>Coordination of benefits consistent with 45 CFR 96.87(d)(2)(iii)(E).</td>
<td></td>
</tr>
<tr>
<td>Replace and Deposit Program</td>
<td>energy-related appliances and systems.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(URRD)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wildfire (ACAA) Home Energy</td>
<td>This resource provides energy assistance to eligible low-income households statewide.</td>
<td>Coordination of benefits consistent with 45 CFR 96.87(d)(2)(iii)(A)</td>
<td></td>
</tr>
<tr>
<td>Assistance Fund</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Arizona Public Service (APS)</td>
<td>Provides a discount to households based on electricity usage for each month.</td>
<td>Coordination of benefits consistent with 45 CFR 96.87(d)(2)(iii)(D).</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>APS/Community Action Partnership</td>
<td>The Project Assist dollars are used in conjunction with LIHEAP funds to assist low-income families</td>
<td>Coordination of benefits consistent with 45 CFR 96.87(d)(2)(iii)(A).</td>
<td></td>
</tr>
<tr>
<td></td>
<td>addressing their utility and water needs.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>City of Phoenix Water Fund</td>
<td>Funds are used to provide emergency utility assistance to low-income families.</td>
<td>Coordination of benefits consistent with 45 CFR 96.87(d)(2)(iii)(A).</td>
<td></td>
</tr>
<tr>
<td>(Project Assist)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City of Scottsdale Utility</td>
<td>Funds are used to provide a discount to low-income households with water bills.</td>
<td>Coordination of benefits consistent with 45 CFR 96.87(d)(2)(iii)(A).</td>
<td></td>
</tr>
<tr>
<td>Assistance Program</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City of Tucson Low Income</td>
<td>Funds are used to provide low-income Coconino County residents with financial assistance with utility bills in conjunction with LIHEAP.</td>
<td>Coordination of benefits consistent with 45 CFR 96.87(d)(2)(iii)(A).</td>
<td></td>
</tr>
<tr>
<td>Assistance Program</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coconino County General Funds</td>
<td>The resource provides funds to the Community Action Human Resources Agency (CAHRA), LIHEAP provider, for utility assistance to low income households.</td>
<td>Coordination of benefits consistent with 45 CFR 96.87(d)(2)(iii)(A).</td>
<td></td>
</tr>
<tr>
<td>(Not State General Funds)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Donations to Agency</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Neighbors Helping Neighbors</td>
<td>Funds for Home Energy Assistance available statewide. Funds are received through a voluntary State Tax check-off.</td>
<td>Coordination of benefits consistent with 45 CFR 96.87(d)(2)(iii)(E).</td>
</tr>
<tr>
<td>11</td>
<td>Pima County General Fund -Utility Assistance</td>
<td>Funds are used to provide low-income Pima County residents with financial assistance with utility bills.</td>
<td>N/A</td>
</tr>
<tr>
<td>12</td>
<td>Salt River Project (SRP) Bill Assistance Program</td>
<td>This resource provides funds to meet the energy affordability needs of low-income customers. Provides a discount to households based on monthly electricity usage. The LIHEAP Grantee and Arizona Community Action Association met with SRP to discuss the expansion of the utility discount program to all low-income households rather than only seniors. All low-income households at 150 percent of poverty may apply for the discount. A LIHEAP eligibility criterion was incorporated with this resource.</td>
<td>Coordination of benefits consistent with 45 CFR 96.87(d)(2)(iii)(A).</td>
</tr>
<tr>
<td>13</td>
<td>SRP - Economy Price Plan</td>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>

**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

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?**
    - Check: **Annually**
    - Other - Describe: Employees are provided with policy manual

Other-Describe:
Arizona Department of Economic Security LIHEAP Staff receive formal training from the Office of Community Services and National Energy Assistance Directors Association.

#### b. Local Agencies:

- **Formal training conference**
  - **How often?**
    - Check: **As needed**
    - Other - Describe: State LIHEAP Staff, Community Actions Agencies and community providers also attend various National, OCS, and other LIHEAP training via conferences at their discretion.

- **On-site training**
  - **How often?**
    - Check: **As needed**
    - Other - Describe: Employees are provided with policy manual

#### c. Vendors

- **Formal training conference**
  - **How often?**
    - Check: **As needed**
    - Other - Describe: Policies communicated through vendor agreements
<table>
<thead>
<tr>
<th>Policies are outlined in a vendor manual</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑ Other - Describe:</td>
</tr>
<tr>
<td>Vendors are provided with current LIHEAP Policy Manuals. Questions and concerns are communicated verbally and via email.</td>
</tr>
</tbody>
</table>

15.2 Does your training program address fraud reporting and prevention?

- [ ] Yes
- [ ] No

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 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.

The State of Arizona (AZ) uses a proprietary in-house system to complete the LIHEAP Performance Measures Data Collection goals. The State of Arizona implemented the new system in SFY18 and reported FFY20 data in March 2021. The State of Arizona will utilize the same proprietary system for FFY22 and report on January 1, 2023. The Arizona Department of Economic Security is also implementing an online portal that will increase data tracking capabilities, which will also assist in generating required reporting.

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)

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:

A dedicated fraud reporting hotline is in place for statewide fraud abuse and is not specific to LIHEAP.

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:

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.

<table>
<thead>
<tr>
<th>Type of Identification Collected</th>
<th>Collected from Whom?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Applicant Only</td>
</tr>
<tr>
<td>Social Security Card is photocopi ed and retained</td>
<td>Required</td>
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<tr>
<td>Requested</td>
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<tr>
<td>Social Security Number (Without actual Card)</td>
<td>Required</td>
</tr>
<tr>
<td>Requested</td>
<td></td>
</tr>
<tr>
<td>Government-issued identification card (i.e.: driver's license, state ID, Tribal ID, passport, etc.)</td>
<td>Required</td>
</tr>
<tr>
<td>Requested</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other</th>
<th>Applicant Only</th>
<th>Applicant Only</th>
<th>All Adults in Household</th>
<th>All Adults in Household</th>
<th>All Household Members</th>
<th>All Household Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Required</td>
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<td>Requested</td>
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<td>Required</td>
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<td>Requested</td>
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<td>Required</td>
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<td>Requested</td>
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</tbody>
</table>
The Department will integrate an online identity verification service using ID.me. Applicants will be required to verify their identities using this tool. The Department currently uses this identity verification service for the Emergency Rental Assistance Program and Unemployment Insurance program.

b. Describe any exceptions to the above policies.

DES offers a variety of methods for identity verification depending on the applicant’s individual needs and preferences. The web-based portal is the most efficient method of application and requires an applicant to verify their identity through ID.me, a third-party digital identification tool, prior to completing an application. Alternative identity verification methods are available for applicants who do not wish to apply through the portal. All methods require a Government-issued identification card.

**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:

**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
Clients must provide verification for unearned income. DES and CAAs require documentation of income for all adult household members age 18 and above. DES and CAAs may, at their discretion, accept a participant statement as verification for income when the client has attempted but is unable to provide the verification, no other sources of verification are available, and agency staff has attempted to assist in obtaining the verification on behalf of the client. When a partial month of check stubs is available, the documents available will be used to calculate the income received during the period lacking documentation by anticipating the household income.

Computer data matches:
- Income information matched against state computer system (e.g., SNAP, TANF)
- Proof of unemployment benefits verified with state Department of Labor
- Social Security income verified with SSA
- Utilize state directory of new hires
- Other - Describe:

17.6. Protection of Privacy and Confidentiality
Describe the financial and operating controls in place to protect client information against improper use or disclosure. Select all that apply.

- Policy in place prohibiting the release of information without written consent
- Grantee LIHEAP database includes privacy/confidentiality safeguards
- Employee training on confidentiality for:
  - Grantee employees
  - Local agencies/district offices
- Employees must sign confidentiality agreement
  - Grantee employees
  - Local agencies/district offices
- Physical files are stored in a secure location
- Other - Describe:

17.7. Verifying the Authenticity
What policies are in place for verifying vendor authenticity? Select all that apply.

- All vendors must register with the State/Tribes.
- All vendors must supply a valid SSN or TIN/W-9 form
- Vendors are verified through energy bills provided by the household
- Grantee and/or local agencies/district offices perform physical monitoring of vendors
- Other - Describe and note any exceptions to policies above: The Department of Economic Security plans to have Memorandum of Understanding with major utility vendors.

17.8. Benefits Policy - Gas and Electric Utilities
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.

- Applicants required to submit proof of physical residency
- Applicants must submit current utility bill
- Data exchange with utilities that verifies:
  - Account ownership
  - Consumption
  - Balances
  - Payment history
- Account is properly credited with benefit
17.9. Benefits Policy - Bulk Fuel Vendors

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.

☐ Vendors are checked against an approved vendors list

☐ Centralized computer system/database is used to track payments to all vendors

☐ Clients are relied on for reports of non-delivery or partial delivery

☐ Two-party checks are issued naming client and vendor

☐ Direct payment to households are made in limited cases only

☐ Vendors are only paid once they provide a delivery receipt signed by the client

☐ Conduct monitoring of bulk fuel vendors

☐ Bulk fuel vendors are required to submit reports to the Grantee

☐ Vendor agreements specify requirements selected above, and provide enforcement mechanism

Other - Describe:

The Arizona Department of Economic Security directly pays vendors and keeps accounting records, which are monitored to avert fraud and improper payments.

17.10. Investigations and Prosecutions

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.

☐ Refer to state Inspector General

☐ Refer to local prosecutor or state Attorney General

☐ Refer to US DHHS Inspector General (including referral to OIG hotline)

☐ Local agencies/district offices or Grantee conduct investigation of fraud complaints from public

☐ Grantee attempts collection of improper payments. If so, describe the recoupment process

☐ Clients found to have committed fraud are banned from LIHEAP assistance. For how long is a household banned?

12-month disqualification for 1st violation. 24-month disqualification for 2nd violation. Permanent disqualification for 3rd violation

☐ Contracts with local agencies require that employees found to have committed fraud are reprimanded and/or terminated

☐ Vendors found to have committed fraud may no longer participate in LIHEAP

Other - Describe:

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 an 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.
Certification Regarding Drug-Free Workplace Requirements

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)

1789 W Jefferson
* Address Line 1

Address Line 2

Address Line 3

Phoenix Arizona 85007
* City * State * 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.
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.
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 CAAs, 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
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

• Delegation Letters are required if someone other than the Governor or Chairman Certified this Report.

• Heating component benefit matrix, if applicable

• Cooling component benefit matrix, if applicable

• Minutes, notes, or transcripts of public hearing(s).

• Attachment detailing weatherization protocols including but not limited to a rolling average of 20, 000 dollars per household unit.
Payment guidelines are based upon the household’s income and energy needs. Households with the lowest income and highest energy needs are eligible for higher benefits.

1. Income Eligibility:

Based on 60 percent of State Median Income or 150 percent of the Federal Poverty Guidelines, whichever is higher for a given household. Income to household size ratio is determined by the variance of the poverty scale

<table>
<thead>
<tr>
<th>Percent of Poverty</th>
<th>Points Applied</th>
</tr>
</thead>
<tbody>
<tr>
<td>0% - 25%</td>
<td>5 points</td>
</tr>
<tr>
<td>26% - 50%</td>
<td>4 points</td>
</tr>
<tr>
<td>51% - 75%</td>
<td>3 points</td>
</tr>
<tr>
<td>76% - 100%</td>
<td>2 points</td>
</tr>
</tbody>
</table>

2. Energy Burden:

Monthly Utility Cost Divided by Monthly Gross Income = % of Energy Burden

<table>
<thead>
<tr>
<th>Energy Burden Percentage</th>
<th>Points Applied</th>
</tr>
</thead>
<tbody>
<tr>
<td>5% or less</td>
<td>0 points</td>
</tr>
<tr>
<td>5% - 10%</td>
<td>3 points</td>
</tr>
<tr>
<td>10% - 15%</td>
<td>4 points</td>
</tr>
<tr>
<td>15% - 20%</td>
<td>5 points</td>
</tr>
<tr>
<td>20% or Over</td>
<td>6 points</td>
</tr>
</tbody>
</table>

*NOTE: Add 2 points for deliverable/portal fuel usage

3. Energy Need:

<table>
<thead>
<tr>
<th>Category</th>
<th>Points Applied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elderly</td>
<td>1 point</td>
</tr>
<tr>
<td>Disabled</td>
<td>1 point</td>
</tr>
<tr>
<td>Child age 6 or younger</td>
<td>1 point</td>
</tr>
<tr>
<td>Veteran</td>
<td>1 point</td>
</tr>
</tbody>
</table>

*NOTE: Only one point per category allowed
**Benefit Determination:**

<table>
<thead>
<tr>
<th>Total Points Applied</th>
<th>Eligible Payment Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - 4</td>
<td>$480</td>
</tr>
<tr>
<td>5 - 6</td>
<td>$640</td>
</tr>
<tr>
<td>7 - 8</td>
<td>$800</td>
</tr>
<tr>
<td>9 or Over</td>
<td>$1200</td>
</tr>
</tbody>
</table>
September 25, 2020

Mr. Clarence Carter  
Director, U.S. Department of Health and Human Services  
Administration for Children and Families  
Office of Community Services  
370 L’Enfant Promenade, S.W.  
Washington, D.C. 20447

Dear Mr. Carter:

I, Michael Wisehart, Director of the Arizona Department of Economic Security, delegate my authority to the Low Income Home Energy Assistance Program (LIHEAP) Coordinator and/or Community Action Program Manager in the Division of Aging and Adult Services to sign and submit the State Plan and certify to the 16 assurances outlined in the Low Income Home Energy Assistance Act of 1981, as amended, and otherwise perform all necessary functions to properly administer the LIHEAP. The address of these staff is:

Arizona Department of Economic Security  
1789 West Jefferson Street, Mail Drop 6283  
Phoenix, Arizona 85007

If you have any questions, please contact the Office of the Assistant Director, Division of Aging and Adult Services, Department of Economic Security at (602) 542-4446.

Sincerely,

Michael Wisehart  
Director
Allowable measures for Low-Income Home Energy Assistance Program (LIHEAP) will include but not limited to:

- Air/envelope sealing
- Duct sealing
- Insulation
- Base load measures
- Hvac systems
- Refrigerators
- Gas stove with high CO readings
- Domestic water heaters, (gas, electric or propane)
- Weather-stripping of doors and windows
- Health and safety needs of clients

Repair or replacing existing gas kitchen ranges due to advanced age and deteriorated condition such as ranges that have electronic intermittent ignition features and complies with all applicable codes for gas kitchen ranges.

If conversion from propane to electric range is needed, prior approval is required from the Arizona Department of Housing Conversion.

Gas domestic hot water heaters, especially tankless units, tend to be more efficient and cheaper to operate than electric. Conversion from electric water heating to natural gas water heating where the natural gas has available to the property line is allowable, only if the household size is two or more occupants.

Conversion of propane heating with A/C to a Heat Pump shall be allowable, but only with prior approval from the ADOH.

Conversion of propane heating to electric heat resistances shall be allowable, but only with prior approval from the ADOH.

ADOH may now use a 20,000 dollar rolling average for LIHEAP designated weatherization funds per household unit.