
ATTENTION OF:
All Louisiana Low Income Home Energy
Assistance Program (LIHEAP) Providers

Memorandum: LA LIHEAP 06
ISSUED: February 11, 2022

SUBJECT: Louisiana LIHEAP Service Delivery Guide – February 1, 2022 Revisions and FAQs

The Louisiana LIHEAP Service Delivery Guide covers Louisiana expectations for Subgrantee local administration and program delivery of the LIHEAP to Louisiana citizens.

The full update to the manual was effective January 1, 2022 with an implementation date of February 1, 2022. Since implementation, LHC has made revisions to the references listed below which require Subgrantee page substitutions to the Guide.

- Chapter 2, Section 2.4, Page 10 – Made the font bold for 3) “**Assurance 16 (Client Education) Annual Proposal**” and added “**(Appendix A)**” after the form name.
- Chapter 2, Section 2.6.B.2., Page 13 – Changed referenced form from **Assurance 16 (Client Education) Annual Proposal (Appendix A)** to the correct form **Assurance 16 (Client Education) Household Tracking Report (Appendix O)**.
- Chapter 3, Section 3.3.E.3., Page 23 – Added **LIHEAP Application Required Documents Form (Appendix D)** to the second paragraph.
- Chapter 3, Section 3.6.C.2.a., Page 31 – Changed the language in the second bullet to read as follows: “Self-employed applicants must provide a copy of their most recent federal income tax return with all accompanying schedules for the most recent year ending December 31st. If self-employment recently began, the tax return has not been filed, or it is after April 15th, the applicant must also complete the **Self-Employment Self Certification Form (Appendix G)** attesting to current monthly earnings and losses supported by the corresponding bank account statements. Unless there is reason to doubt the Self Certification, the most current documentation will be used to calculate income.”

- Chapter 5, Section 5.1.C., Page 44 – Added the following language to the third bullet: “If the client’s maximum benefit amount is not enough to resolve the crisis, documentation must be provided confirming how the difference has been resolved to allow for services to continue or service restoration to occur.”
- Chapter 7, Section 7.8.B., Page 59 – In the “**Note**” under this section, changed “Probation or Watch List” to “Low-Risk or High-Risk Probation”

The following forms have also been revised:

- Appendix B – Format for LIHEAP Applicant Files
- Appendix E - Income Inclusions and Exclusions Chart
- Appendix G – Self-Employment Self Certification Form
- Appendix H - Income Determination Worksheet
- Appendix M - Prepaid Utility Calculation Worksheet
- Appendix N - LIHEAP Crisis Assistance Form
- Appendix O – LIHEAP Assurance 16 (Client Education) Household Tracking Report
- Appendix R - Witness Narrative Report Form

These Page substitutions and Appendix revisions are effective as of the date of this Memorandum.

With this Memorandum, LHC is also releasing the **Louisiana LIHEAP Service Delivery Guide - Frequently Asked Questions (FAQs)**. This document will be periodically updated as needed.

Subgrantees are required to acknowledge receipt of and adhere to the provisions of this Service Delivery Guide to ensure compliance with all federal regulations as well as all applicable Louisiana statutes. Subgrantees must provide copies of the policy and procedure manual to all intake workers, who shall be instructed to read and become familiar with the provisions contained in the manual.

If you have any questions regarding the information in this Memorandum, please contact Lauren Holmes, Program Administrator at lhartley@lhc.la.gov.