

**Low Income Home Energy Assistance Program (LIHEAP)
FY 2011-2012 Fact Sheet
Administered by the Department for Community Based Services
Services Provided by Community Action Agencies**

PURPOSE: To assist low-income households with home heating cost through two (2) components:
 1. Subsidy - provides assistance to all eligible households.
 2. Crisis - provides assistance to eligible households experiencing a home heating crisis.

OPERATION: Community Action Kentucky, Inc. will contract with twenty-three community action agencies to operate both components in all 120 counties.

ELIGIBILITY: 1) Household income must be at or below the following, relative to household size:

<u>Household Size</u>	<u>Gross Monthly Income</u>	<u>Household Size</u>	<u>Gross Monthly Income</u>
1	\$ 1,180	5	\$ 2,836
2	\$ 1,594	6	\$ 3,249
3	\$ 2,008	7	\$ 3,663
4	\$ 2,422	8	\$ 4,077

Add \$414 for each additional family member

- 2) Must be responsible for home heating costs or pay heating costs as an undesignated portion of rent.
 3) Must not have in excess of \$2,000 in liquid resources, or \$3,000 if at least one person in the household is age 60 or older: &/or disabled except for households where a member has a catastrophic illness, the amount may be \$4,000 when the resources are being accessed for medical and living expenses. In addition to the above eligibility requirements, crisis applicant must be within 4 days of running out of fuel if wood, coal, propane, fuel oil or kerosene is the heat source or a disconnect/past due notice has been received from the vender (example: past due notice, termination notice, final notice).

APPLICATION PERIOD: **Subsidy:** Applications must be made during the period November 7 through December 16, 2011. Applications will be taken in alphabetic order based on the first letter of the head of household's last name using the following schedule:

November 7	A	November 21	H	December 5	N, O, P
November 8	Staff Day	November 22	H	December 6	Q, R
November 9	B	November 23	Staff Day	December 7	S
November 10	B	November 24	Closed	December 8	S
November 11	Closed	November 25	Closed	December 9	Closed
November 14	C	November 28	I, J	December 12	T
November 15	C	November 29	K, L	December 13	U, V, W
November 16	D, E	November 30	M	December 14	X, Y, Z
November 17	F, G	December 1	M	December 15	Open
November 18	Closed	December 2	Closed	December 16	Open

Crisis: Applications can be made from January 4, 2012 through March 31, 2012 or until available funds have been expended. Applicants who are unable to apply for themselves must contact the local community action to make other arrangements. If the designated representative is not the head of household or spouse, the representative must have a signed statement giving authorization to apply for the household. Individuals without a designated representative should contact the local community action agency which may be able to assist them in finding one. Only one person from each household should apply.

APPLICATION PROCESS: Applications for both components will be taken at local community action agency offices or designated sites in each county, listed on the back of this fact sheet. **Applicants must bring the following:**

- Your most recent heating bill or verification from your landlord that the heating expenses are included in your rent.
- Proof of Social Security Number or Permanent Residence card (Green Card) for each member of the household.
- Proof of all household's (all members) income from the preceding month.

In addition, in the Crisis component, applicants requesting assistance for natural gas or electric must bring a disconnect/past due notice (example: past due notice, termination notice, final notice). Households at or above 75% of poverty level must pay a portion or co-payment of the minimum necessary to alleviate the crisis. Applicants whose rent includes heat must bring an eviction notice from the landlord.

BENEFITS PROVIDED: **Subsidy:** The benefit amount that a household receives will be based on its level of poverty and the type of fuel used for heating. Those households with the lowest incomes that use the fuel with the highest heating season costs will receive the highest benefit. All eligible households will receive a benefit. Benefits will be in the form of vouchers made payable to the household's primary or secondary heating fuel vendor.

Crisis: Benefits are limited to the amount necessary to relieve the crisis with the maximum amount not to exceed the community action agency's local cost for a deliverable supply of the household's primary heating fuel or \$250 (or \$400 based on availability of funding) for gas or electric. Benefits may take the form of fuel deliveries, service reconnection, blankets or sleeping bags, loan of space heaters and emergency shelter. Crisis relief will be provided within 48 hours or 18 hours if an emergency.

CLIENT REFERRAL: Clients requesting additional information regarding either component of the FY 2011-2012 LIHEAP program should be referred to their local community action agency or Community Action Kentucky (CAK), toll-free number 1-800-456-3452 (TTY available for the hearing impaired).

APPLICANT RIGHTS: Each applicant will be informed of their rights should they be denied assistance. Any applicant who wishes to appeal the case should be informed by local community action agency staff of the procedures for filing a complaint. Should the applicant not be satisfied with the local decision, they may further appeal to the Cabinet for Health and Family Services.

RULES: Do **NOT** give false information or hide information to receive LIHEAP benefits. Use LIHEAP benefits only for your household. If you **BREAK** these rules, you may be stopped from receiving LIHEAP benefits and you may be prosecuted for fraud.

FRAUD: Report any information about fraud or misuse of LIHEAP benefits by calling the Fraud Hotline at 1-800-372-2970.