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| MICHIGAN DEPARTMENT OF HEALTH & HUMAN SERVICES | | Item 1002 | Page 1 of 2 |
| Community Services Policy Manual | SUBJECT: Deliverable Fuel PROGRAMMATIC REPORTING LCA-MEAP | | EFFECTIVE DATE 10/1/2015 ISSUE DATE 09/30/2015 |

REFERENCES

Public Act 615 of the Michigan Public Acts of 2012
 Low Income Home Energy Assistance Program: Crisis Assistance (LCA) Agreement
 CSPM 900 Series

PURPOSE

The Michigan Energy Assistance Program (MEAP) requires the submission of programmatic reports. These reports will show the total household metrics as well as milestones and progress.

The LCA Agreement requires the submission of programmatic reports. The report will indicate the total number of unduplicated households served and the number of unduplicated households served by demographics, and federal poverty levels.

POLICY

The Grantee is required to have all required information in FACSPRO, for the report periods listed below, by the Report Due Date listed below. BCAEO will extract the report for each agency from FACSPRO on the first day of every month for the previous month. Agencies can also generate their own programmatic reports from FACSPRO for each report period. Agencies must verify each period that the report is correct in the database.

Note: Grantees are required to enter all data in real-time as required by the funder, i.e., at time of application.

Monthly Report Data and Documentation

BCAEO will Ad-Hoc reports in FACSPRO to report the unduplicated households and demographics each month for each agency. The report requires CAAs to use Award Pro and fully complete action plans. BCAEO will also extract the following:

- individual customer names, address, county
- date of birth
- social security numbers,
- heating fuel type and award amounts,
- the additional program the agency enrolled the customer in to meet the bundled services approach,
- individual demographics including poverty level
- a list of vendors that were paid and account numbers
- the amount paid to each vendor,
- program year and date of assistance
- grantee name
- TANF/Non TANF

This information will then be submitted to the funder, Michigan Agency for Energy.

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Reporting Schedule

The Grantee will have all information in FACSPRO by the following deadlines:

| <u>Report Period</u> | <u>Report Due Date</u> | <u>BCAEO Pull Date</u> |
|----------------------|------------------------|------------------------|
| Oct 1 – Oct 31 | October 31 | November 1 |
| Nov 1 – Nov 30 | November 30 | December 1 |
| Dec 1 – Dec 31 | December 31 | January 1 |
| Jan 1 – Jan 31 | January 31 | February 1 |
| Feb 1 – Feb 29 | February 28 | March 1 |
| Mar 1 – Mar 31 | March 31 | April 1 |
| Apr 1 – Apr 30 | April 30 | May 1 |
| May 1 – May 31 | May 31 | June 1 |
| Jun 1 – Jun 30 | June 30 | July 1 |
| Jul 1 – Jul 31 | July 31 | August 1 |
| Aug 1 – Aug 31 | August 31 | September 1 |
| Sep 1 – Sep 30 | September 30 | October 1 |

If a required report's due date falls on a weekend or holiday, the report will be due the following business day.

Interim Project Status Reports

Grantees shall submit Interim Narrative Reports by using the web link below for the following time frames no later than the listed due dates:

<https://www.surveymonkey.com/s/M9V9WMS>

| Report Period | Report Due Date |
|--------------------------|--------------------------|
| October 1 – December 31 | January 5 |
| October 1- March 31 | April 5 |
| October 1 – June 30 | July 5 |
| October 1 – September 30 | October 5 (Final Report) |

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REFERENCES

- Public Act 615 of the Michigan Public Acts of 2012
- Low Income Home Energy Assistance Program: Crisis Assistance (LCA) Agreement
- DHHS State Emergency Relief Manual

PURPOSE

Agencies shall collect all required household eligibility documentation, determine household eligibility, and issue energy assistance services to eligible applicants in compliance with the Michigan LIHEAP State Plan and Program Integrity Assessment, and applicable state and federal law.

POLICY

The Grantee is required to use the 150 percent of poverty income guidelines to determine eligibility for LCA-MEAP but priority may be given to those households with the highest energy costs or needs in relation to household income. Income eligibility is based on the total amount of household income expected to be received in the next 30 days. The 30-day period includes the date of application. Any payment made on behalf of an energy customer must resolve the crisis/emergency for at least 30 days.

ELIGIBILITY REQUIREMENTS

An applicant shall be considered eligible:

Whose income is at or below 150% of the poverty level established by the U.S. Department of Health and Human Services, Refer to CSPM Item 208 – Poverty Income Guidelines.

HOUSEHOLD COMPOSITION

Determine eligibility for the household as a whole. Households are the basic unit of eligibility. Verify income and potential resources of all household members. A single household consists of persons who occupy the same home. Home means the place where the members of the household keep their personal belongings and sleep. A home may be an apartment, a house, a mobile home, or a rented room. Consider a homeless family or group of individuals as a single household if they previously lived together in the same home and plan to do so again when they find permanent housing.

1. Included Household Members

- Adults and dependent children who normally live together are in the same household.
- Persons temporarily absent due to illness or employment are also in the same household.

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NOTE: Household members who are absent from the home for 90 consecutive days or more are not counted as part of the household.

2. Excluded Household Members

Do not include the following persons in the household.

- Visitors in the home who do not normally live with the household.
- Renters who live within the MEAP household, provided a fair market rental rate is paid. Include the rental income in determining the household's eligibility.
- The household's landlord, provided the household pays fair market rent to live in the home.

See Fair Market Rents by County in the current Information Packet online at www.michigan.gov/dhs-publications, under Other.

Verify the household's payment of fair market rent by: cancelled checks, money order, carbons, or landlord's federal or state tax return showing rental income.

3. Applicants/households that have "roomers" paying rent

The "roofer" is not considered a member of the "household" and the income of the "roofer" is not counted for income eligibility. However, the rent from the roofer should be included as income. When annualizing income, the income from rent payments should only be included for the months that rent was received.

4. Applicants/households that are "roomers" paying rent

Only the income of the "roofer" is counted for income eligibility (the income of the home owner/principle renter is not counted). Documentation of "roofer" status must be provided including:

1. A written and signed statement from the home owner/principle renter that the applicant is a "roofer" and is paying monthly rent in the amount of \$____.
2. A copy of a canceled check or monthly bank statement showing the check amount and the payee. If the payment transaction was in cash, or a canceled check or monthly bank statement is not available, ask the applicant to get a written receipt from the homeowner for the last month's rent paid (this could be incorporated in #1 above if necessary).

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IDENTITY VERIFICATION

The agency must verify the identity of the applicant. The following are examples of acceptable documents for verifying identity:

- Driver's license. Include a copy of the back of the driver's license if an address change has been processed.
- Copy of applicant social security card. This is not necessary for all household members.
- State-issued identification.
- School-issued identification.
- Document indicating a client's receipt of benefits under a program which requires verification of identity (Supplemental Security Income, Retirement Survivor's Disability Insurance).
- Identification for health benefits.
- Voter registration card.
- Birth certificate/record.
- U.S. military card or draft record.
- U.S. passport.
- Certificate of Naturalization (Department of Homeland Security (DHS) forms N-550 or N-570).
- Certificate of U.S. citizenship (DHS forms N-560 or N-561).
- Military dependent's identification card.
- Certificate of Degree of Indian Blood, or other U.S. American Indian/Alaska native tribal document.
- U.S. Coast Guard Merchant Mariner card.

ELIGIBILITY REQUIREMENTS

1. Social Security Number Requirements

As a condition of eligibility, households must:

- Provide the Social number (SSN) of each household member. **Note:** must retain a copy of the Social Security number for the applicant of the household.
- Cooperate in obtaining an SSN.

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- Clients that do not have a Social Security card should be provided information on how to apply for an SSN (<http://www.ssa.gov/ssnumber/>) and, if necessary, the client should be provided a Social Security Administration, Application for a Social Security Card (form SS-5).
- The requirement to cooperate in obtaining an SSN is met by any of the following:
 - Completion of an SS-5, Application for a Social Security Card, and providing proof of application from the Social Security Administration (SSA).
 - A newborn is assigned an SSN via the Enumeration at Birth process, and the parent provides any of the following documents:
 - SSA-2853, Information About When You Will Receive Your Baby's Social Security Card.
 - A copy of a signed State of Michigan Certificate of Live Birth indicating that a Social Security card was requested.
 - A modified birth document, indicating a Social Security card was requested.

Applicants that provide proof of application for an SSN must be informed that they must report the SSN upon receipt. Failure to report the SSN within six months of receipt results in an overpayment.

In instances where an applicant has a social security number and is in need of a replacement card, the agency can have the applicant sign a self-declaration stating that they received instructions on how to apply for a social security replacement card. Also that the applicant will bring a copy of the card or proof of request from the Social Security office the next time they come to the agency for services.

2. Residence and Citizenship

Presence in Michigan, not permanent residence, is required for MEAP eligibility.

3. Citizenship/Alien Status

A person must be a U.S. citizen or a qualified alien to be eligible.

- Qualified alien means an alien who is one of the following:
 - Amerasian.
 - Lawfully admitted for permanent residence under the Immigration and Nationality Act (INA).
 - Granted asylum under section 208 of the INA.
 - A refugee who is admitted to the U.S. under section 207 of the INA.

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- Paroled into the U.S. under section 212(d)(5) of the INA for a period of at least one year.
- An alien whose deportation is being withheld under section 241(b)(3) or 243(h) of the INA.
- Granted conditional entry pursuant to section 203(a)(7) of the INA.
- A Cuban/Haitian entrant.
- An alien who has been battered or subjected to extreme cruelty in the U.S. by a U.S. citizen or legal permanent resident spouse or parent, or by a member of the spouse or parent's family living in the same household, or is the parent or child of a battered person.
- Nonimmigrant (student).

4. Households with Undocumented Alien(s)

- Undocumented aliens are not eligible, **but their presence does not disqualify the household**. The following applies to all households containing one or more undocumented aliens:
 - Any member of the household may apply.
 - Include all household members for purposes of determining eligibility for MEAP.
 - Include the income and assets of all household members.
- **Prorate the benefit for the U.S. citizens and legal aliens only**. To determine the prorated payment:
 - Count the income and assets of all household members, including the undocumented alien(s).
 - Include all household members when determining required payments, affordability and other eligibility requirements.
 - The portion of the final MEAP payment is prorated to remove the undocumented aliens' share. That share is the prorated amount that the households must pay toward the cost of service.

Note: Households must meet all other eligibility requirements.

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INCOME ELIGIBILITY DETERMINATION

A household does not have to be denied State Emergency Relief (SER) assistance by the local DHHS office in order to be eligible. Agencies **cannot** require documentation of a denial for assistance from DHHS or any other service agency as a condition of eligibility.

Community Action Agencies may use LCA-MEAP funds to pay for deliverable heating fuel assistance for eligible households that have been denied SER benefits by the local DHHS office. They may also use LCA-MEAP funds to assist households in becoming eligible for deliverable fuel services through SER by assisting the household with missed required payments or co-pays. LCA-MEAP funds may also be used for households whose deliverable heating fuel needs exceed SER payment maximums.

A shut off notice is not required to be eligible for energy assistance.

Agencies CANNOT require that a household be denied assistance by the DHHS local office or any other service provider as a condition of eligibility.

Re-Verification of Eligibility

Household eligibility must be re-verified each time energy assistance is requested, or if a change in the household is reported. Household changes include but are not limited to the following: change of address, income, or household composition

INCOME GUIDELINES

Income refers to total cash receipts before taxes from all sources and for all household members. Exceptions are listed in the "Income Excludes" section that follows. The income guidelines are applicable to both farm and non-farm families.

1. Countable Earned Income

- Earnings from work as an employee (wages, salary, college work-study, commissions, tips).
- Earnings from self-employment (receipts from an individual's own business or from an owned or rented farm after deductions for business or farm expenses).
- Training allowances paid to persons enrolled in sheltered work-shops.
- Rental income, room and board.
- Child Development and Care (CDC) and Chore services payments to providers – paid by DHHS.

2. Allowable Expenses for Earned Income

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Net income from employment or self-employment must be determined by deducting allowable expenses of employment from the gross amount received.

Expenses of employment are **limited** to the following:

- Apply a 25% deduction for mandatory withholding taxes to **all** gross earned income.
- Deductions required by the employer as a condition of employment.
- Deductions for health insurance (which includes dental insurance and vision insurance if payment is verified).
- Court-ordered child support paid, including arrears, not to exceed the amount ordered by the court. No deduction is made for paid, voluntary child support.
- The cost of dependent care (up to \$200 per qualifying child) for either of the following:
 - A dependent child who is less than 13 years old.
 - A person who is 13 years old or older who needs care due to a mental or physical impairment.

Do not deduct the cost of child care if caregiver is any of the following persons:

- A member of the household.
- The spouse of the employed person or the parent of the person who needs care.
- A dependent relative of the employed person.
- A person who is not a member of the household, if the care can be provided reasonably and safely by one of the following persons living in the home:
 - A member of the household.
 - A responsible relative of the employed person or the person who needs care.
 - A dependent relative of the employed person.

Deductions for garnishment actions or expenses of **producing** self-employment income (such as capital expenditures, labor costs, transportation costs while on the job, materials, loan and property payments, taxes, insurance, etc.) are not allowed.

3. Countable Unearned Income

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- FIP (Family Independence Program).
- SDA (State Disability Assistance).
- Social Security benefits – use the net amount received (net amount is the benefit amount remaining after allowable deductions)
- RSDI – Retirement Survivor’s Disability Insurance.
- SSI - Supplemental Security Income.

Note: Do not count reimbursement of Medicare premiums.

- SSI -State Supplemental payments.
- Alimony, child support and child support participation payments.
- VA benefits, except clothing allowance or the court ordered amount for aid and attendance.
- Lump sum payments of accumulated monthly benefits.
- Payments from sick and accident insurance plans.
- Pensions and retirement benefits.
- Unemployment benefits.
- Worker's compensation.
- Strike benefits.
- Income received from the sale of property.
- Military allotments.
- Investment income, such as dividends, interest and royalties paid directly to the client.
- Income from annuities, bonds, stocks and trusts.
- Adoption subsidy payments.
- Guardianship Assistance Program (GAP) payments.

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4. Allowable Expenses for Unearned Income

Net unearned income must be determined by deducting all of the following from the gross amount received:

- Mandatory withholding taxes if withheld from gross unearned income.
- Deductions required by the employer as a condition of employment.
- Deductions for health insurance (which includes dental insurance and vision insurance if payment is verified, and Medicare premiums when deducted from the gross Social Security benefit).
 - Medicare prescription plans or deductions other than Medicare premiums are not allowable expenses and should not be deducted from gross Social Security benefits.
- Court-ordered child support paid, including arrears, not to exceed the amount ordered by the court. No deduction is made for paid, voluntary child support.
- The cost of dependent daycare (up to \$200 per qualifying child & not paid by DHHS)

5. Excluded Income

Do not count or verify income from the following sources:

- Reimbursement of Medicare premiums.
- Federal income tax return monies.
- Income in kind (not in the form of cash).
- Earned income of a dependent child when both of the following conditions are met:
 - The accumulated earnings are held in a savings account of which the dependent child who earned the money is the sole owner.
 - The accumulated earnings are not commingled with money from any other source.
- Michigan Homestead Property Tax Credit and Home Heating Credit.
- Earned Income Credit.
- All services program benefits paid by DHHS on behalf of a household member, (such as foster care and Child Development and Care payments).

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- Income of the applicant's spouse when the applicant is in an emergency shelter as a victim of domestic violence.
- Reimbursement for past, current or future training-related, medical or volunteer expenses.
- Compensation awarded for a particular use (such as Victim's Compensation Award).
- Disaster relief assistance.
- Educational grants, scholarships and benefits.
- Michigan Department of Community Health family support subsidy payments.
- WIC program benefits.
- Title VII nutrition program for the elderly.
- LIHEAP energy assistance benefits.
- Child nutrition and school lunch benefits.
- Food assistance benefits (FAP).
- Housing assistance that is paid pursuant to any state or federal law, including:
 - Title II of the Uniform Relocation and Real Property Acquisition Act of 1970.
 - U.S. Housing Act of 1937.
 - This includes Experimental Housing Allowance Program made under Annual Contribution Contracts entered into prior to January 1, 1975.
 - National Housing Act.
 - Section 101 of the Housing and Urban Development Act (HUD) of 1965.
 - Housing Choice Voucher Program (previously known as Section 8 Housing).
 - A utility allowance that is part of state or federal housing assistance program.

NOTE: Household members who are absent from the home for 90 consecutive days or more are excluded from the household and therefore, their income is excluded.

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INCOME COMPUTATIONS

Establish the LCA income computation period and determine the household's countable income for the period.

- Computation Period: The LCA income computation period is 30 days in the future. The 30 day period begins the date the agency receives a signed application for deliverable heating fuel assistance.
- Countable income: verify and determine all non-excluded gross income the household expects to receive during the income computation period.

EXAMPLE 1: On March 16 the client signs an application at the agency requesting deliverable heating fuel assistance. The income computation period is March 16 through April 14. (March has 31 days.)

EXAMPLE 2: On August 15 the outreach worker interviews the client in the client's home and receives a signed deliverable heating fuel assistance application. The income computation period is August 15 through September 14.

DOCUMENTATION OF INCOME

Projected income must be thoroughly documented and verified using third-party documentation. Client must provide proof of all income for the past 30 days. The following items are acceptable documentation:

- Copies of paychecks or pay stubs if dated within the last 60 days;
- W-2; Federal tax forms (1040, 1040EZ, etc.); Michigan state tax forms (MI-1040, etc.).
- Written statements from employers. Written statements from the department, organization or person administering the payment, which shows the monthly amount of the benefit, the amount of deductions, and confirming whether or not the deductions are mandatory.
- Written statements of persons paying money to a client member in cases where the client provides child care, chore services, room and board, or other services for pay.
- Alimony or spousal support statements/letters.
- Interest, annuities, or dividends statements/letters.
- Current award letters or benefit statements for unearned income that is only verified once per year such as SSI and Social Security benefits, Veterans benefits, or

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pension/retirement income .Letters or other documents from income sources (e.g., DHHS, Social Security, VA);

- Unemployment Compensation Benefit check stubs;
- If self-employed, accounting and other business records showing net income;
- Self-declaration of applicant, but only as a last resort;
- Other documents the program operator has reason to believe will verify the projected income of the household member(s).

NOTE: Bank statements are NOT an acceptable form of income documentation.

CLIENT FILE

Agencies must maintain a client file for all recipients of MEAP funds and must scan and upload into FACSPRO. At a minimum, the file must include documents used to verify identity, residency, and income, including:

1. A copy of the agency's client services application. The application must identify each member of the household as well as income sources and amounts for each member of the household being served. The client and the intake worker must sign the application. The application must include:
 - Full name of the client and all members of the household.
 - Contact information (phone, cell, email).
 - Social Security Number of the client and all members of the household **(retain copy of Social Security card for applicant) Do not black out any portion of the social security number.**
 - Address. (Mailing address also if different than service address).
 - City and Zip Code.
 - County.
 - Birth date of the client and all members of the household.
2. Documents used to verify identity. Documents may be originals or copies of the original document. Facsimiles are acceptable documents for identity.

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3. A copy of all documents used to determine income eligibility; including self-declarations and documented phone conversations with caseworkers.
Note: If the household was prescreened by DHHS, retain a copy of the decision letter.
4. **All** calculations for each income source for the next 30 days.
5. Account Number
6. The type and dollar value of the benefits provided, including the metered delivery notification that documents the amount of deliverable fuel provided and the amount of the deliverable fuel already on hand to show need.
7. Has the household received energy assistance services from the agency (or another service provider) since October 1? If yes, document name of provider.
8. Has the household received and/or applied for the HHC in the last 6 months?
9. Has or does the household currently receive benefits from the DHHS?
10. Demonstration of Need documentation:
 - an individual or recipient has received a past due notice on an energy bill for his or her household;
 - a self-declaration signed by the applicant stating that their residential fuel tank is estimated to contain not more than 25% of its heating fuel capacity;
 - a stated need for deliverable fuel or a nontraditional fuel source in which there is no meter or regular energy bill provided; or
 - a notice that the balance in a prepayment account is below a minimum amount.
11. FACSPRO Customer Report
12. Copy of Award from Award Pro
13. Completed Action Plan report generated from FACSPRO.
14. Self declaration signed by applicant stating their fuel tank is under 25% of its heating fuel capacity.

Notice of Eligibility/Eligibility Determination Letters

A notice of eligibility should be given to all MEAP applicants notifying whether the application was approved or denied. If the application is approved, the notice should include any

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contributions the household must make to resolve the emergency. If the application is denied, the notice should include the reason for denial. All eligibility notices must include information on how to request a review of denial.

Agencies may have a generic letter available that should be given to clients upon determination. A copy of the letter is not required as part of the file documentation.

All applicants should be made aware of the agency appeals process. If a MEAP applicant appeals a denial, the agency must inform the BCAEO Grant Manager within five days. BCAEO will then inform Michigan Agency for Energy (MAE). MAE will review all appeals and assist in the appeal process with the agency.

APPEAL PROCESS

Agencies shall establish a procedure by which applicants wishing to contest an eligibility decision or the timeliness of such a decision. All applicants should be made aware of the agency appeals process. If a MEAP applicant appeals a denial, the agency must inform the BCAEO Grant Manager within two days. BCAEO will then inform MAE. MAE will review all appeals and assist in the appeal process with the agency.

COORDINATION

The use of these funds should be coordinated with local agencies, to the extent possible. Coordination should include, to the extent feasible, procedures which foster maximum participation by eligible persons who are in need, and minimize duplication of services.

TEN DAY STANDARD OF PROMPTNESS

Agencies shall observe a 10 day standard of promptness in the process of eligibility determination and benefit issuance for complete and timely filed applications.

DATA CONFIDENTIALITY (PERSONALLY IDENTIFIABLE INFORMATION (PII) AND PERSONAL HEALTH INFORMATION (PHI))

Grantees must keep and maintain data in strict confidence, using such a degree of care as is appropriate and consistent with policy to avoid unauthorized access, use, disclosure, or loss. Grantees are responsible for maintaining a backup of the data and for an orderly and timely recovery of such data. Grantees must notify their grant managers immediately in the event of any act, error, or omission, negligence, misconduct, or breach that compromises data security.

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REFERENCE

Public Act 615 of the Michigan Public Acts of 2012

PURPOSE

To provide program requirements to CAAs that will intervene in energy crisis situations and provide energy assistance program services that will help eligible low-income households meet home energy costs for their primary residence through payment or partial payment of energy bills. Energy assistance programs must include services that will enable participants to become or move toward becoming self-sufficient, including assisting participants in paying their energy bills on time, assisting participants in budgeting for and contributing to their ability to provide for energy expenses, and assisting participants in utilizing energy services to optimize on energy efficiency.

POLICY

Grantees are required to administer this grant following the Public Act 615 of the Michigan Public Acts of 2012. The Community Services Policy Manual (CSPM) will prevail when the manual has policy that contains requirements different from the Michigan Energy Assistance Program (MEAP) regulations.

Crisis Season

Deliverable fuel funds may be used for the program's crisis season, which begins on November 1 and ends May 31 each year. **Not more than 30% of the funds received for the program shall be spent on home energy costs accrued outside of the crisis season.**

Vendor Payments

Energy assistance payments must be in the form of a voucher or direct payment to the deliverable fuel provider and cannot be paid to a landlord or client. An eligible client whose bill is in the landlord's name can be assisted as long as payment for the deliverable fuel is made directly to the deliverable fuel provider. The CAA should also be sure to document this information in the client's file.

Deliverable Fuel Services

That Grantee shall intervene in energy crisis situations and provide energy assistance program services that will help eligible low-income households meet home energy costs for their primary residence through payment or partial payment of bills for one or more of the following: 1) propane; 2) heating oil; or 3) any other deliverable fuel used to provide heat.

NOTE: If a household has previously received SER assistance, the agency must ensure that the sum of the SER payment and the MEAP assistance payment does not exceed any MEAP energy assistance cap imposed by the agency. Exceptions must be documented in the client

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file.

Home Heating Credit

Agencies must document if a household has applied or received the home heating credit in the last 6 months (from date of application).

Self-Sufficiency Services

The Grantee shall include services that will enable participants to become or move toward becoming self-sufficient, including assisting participants in paying their energy bills on time, energy education, assisting participants in budgeting for and contributing to their ability to provide for energy expenses, and assisting participants in utilizing energy services to optimize on energy efficiency.

Note: Eligible programs must contribute towards self-sufficiency, such as energy education.

Allowable Services

1. Provide energy assistance program services that will help eligible low-income households meet home energy costs for their primary residence through payment or partial payment of bills for propane, heating oil, or any other deliverable fuel used to provide heat.
2. Charges for heating fuel delivery, arrearages, federal required safety tests, special trip charges, storage tank (pig) installation, new fuel tank replacement (if verified that a new tank is required), delivery, rental, lock in rate fees (this does not include pre-purchasing deliverable fuels and this type of fee has a \$100.00 maximum allowance) and other related charges.
3. Payment may be made on a prepayment account for natural gas or electric services when the balance remaining in the account does not exceed \$100.
4. Provide energy assistance programs that include services that will enable participants to become or move toward becoming self-sufficient, including assisting participants in paying their energy bills on time, assisting participants in budgeting for and contributing to their ability to provide for energy expenses, and assisting participants in utilizing energy services to optimize on energy efficiency.
5. Substantially reduce shut-offs by redefining crisis and shifting the emphasis of energy assistance towards prevention and accountability and away from emergency crisis relief.
6. Promote the discovery of innovative, cost-efficient, evidence-based methods for providing energy assistance to low-income households in Michigan.
7. Resolve the crisis/emergency of an energy customer for at least 30 days.

NOTE: In an effort to ensure that customers are able to receive propane and fuel, some vendors are rationing the amount delivered to households and are making smaller deliveries more often. For the LCA Program, this is acceptable. The agency should monitor vendor deliveries and have the vendor deliver up to the agency award amount allowed.

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For example: A customer with a 500 gallon propane tank applies for assistance as their tank is empty. The propane vendor is rationing fuel delivery and is only filling customers 200 gallons per visit and they are delivering every two weeks. The agency can allow the vendor to make multiple trips because of the emergency situation across the state, but they need to ensure they do not go over what the award would have been had the state not been in this crisis. If the agency would have filled the tank to the full 500 gallons, then they can allow the vendor to fill at least 2 times at 200 gallons a visit.

If an agency experiences a situation like the example above, please let your BCAEO Grant Manager know of the situation and how your agency will provide and track the services throughout the shortage/emergency timeframe. It will be the responsibility of the agency to monitor and maintain documentation during this time of crisis to ensure that the emergency need for the customer is addressed and that it is within the rules and regulations of the LCA program.

8. 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.
9. Conduct outreach activities designed to ensure 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 program and any other energy related assistance programs.

Unallowable Services

MEAP funds are not to be used for the following:

1. To pay late payment fees assessed by regulated utilities and included on clients' monthly heating bills.
2. To pay for unregulated service charges, such as appliance repair or appliance protection programs, that may be included in a utility's monthly electric or gas service bill.
3. Cooking gas.
4. Service used in businesses or nonresidential buildings or facilities such as rental units, garages, stores, or nonresidential farm uses. When a bill represents combined residential and nonresidential or business usage, pay only the residential portion if the utility can provide an approximate breakdown showing the residential use portion and the group applying for energy services pays the nonresidential costs. In the case of a client who works in their own home, if the bill is in the client's name and the service address is the same as the client's residence address, it is considered a residential bill and payment may be authorized. If the bill is in the name of the client's business, it is considered a commercial bill and payment cannot be authorized.
5. Common meter/service situations. This occurs when one meter or heat/electric unit services more

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than one residential unit or residence. If the energy provider can verify the group's actual usage and the provider will accept the household's portion and maintain services, payment may be made in full.

6. Payments to residential landlords, residential management companies, billing service agencies, or collection agencies are not eligible to receive emergency service or MEAP funds, as they are not the actual service provider. Examples of third party billing companies who are not eligible providers include:

- Universal Utilities
- D & B Billing Services
- Electrical Inspection Company

Required File Documentation

File documentation must be uploaded into FACSPRO. All documentation should be saved as one pdf file and named using the customer last name, program, date of service. Ex. Smith_LCAMEAP_June 2014. All eligibility documentation, including family member income, should be saved in one document and uploaded under the applicant or head of household.

The file should include:

- Completed BCAEO LCA MEAP checklist
- Applicant identification
- Applicant social security card
- All income documentation for household
- FACSPRO Customer report
- Signed application and/or signed FACSPRO customer report
- Copy of Award from Award Pro
- Completed Action plan report from FACSPRO
- Deliverable fuel invoice from vendor
- Declaration of need signed by client

Demonstration of Need

Demonstration of need for deliverable heating fuel is a client statement indicating that the household's fuel supply is low and household members are in danger of losing their only safe or adequate source of heat.

Demonstration of need must be documented in the client file for each time deliverable heating fuel assistance is provided.

Examples:

1. an individual or recipient has received a past due notice on an energy bill for his or her household **(a shut off or disconnect notice is not required)**;
2. a residential fuel tank is estimated to contain not more than 25% of its heating fuel capacity;

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3. a stated need for deliverable fuel or a nontraditional fuel source in which there is no meter or regular energy bill provided; or
4. a notice that the balance in a prepayment account is below a minimum amount.

NOTE: Michigan Agency for Energy (MAE) has determined that a customer that is above the 25% threshold can receive LCA MEAP services. MAE has stated that each agency must have applicants sign a self-declaration document stating that they believe their deliverable fuel tank is at 25% or less. The self-declaration should be signed by any applicant applying for the LCA MEAP Program and uploaded into FACSPRO with the file documentation.

If it is found that the applicant's deliverable fuel tank was **over 25% of the threshold**, upon arrival by the vendor, MAE stated that the vendor can still provide the fill but that CAAs should document the actual tank amount at the time of the fill from the vendor in the client file. To document the vendor tank reading in FACSPRO, the CAA should go into the LCA action plan in FACSPRO and add a case note stating the actual percent the tank was at upon fill.

Example: Vendor noted tank at 26% at time of fill.

Please note that documenting the actual tank reading in FACSPRO is only necessary if vendor reported that the tank was over the 25% threshold.

Coordination

The use of these funds should be coordinated with local agencies, to the extent possible. Coordination should include, to the extent feasible, procedures which foster maximum participation by eligible persons who are in need, and minimize duplication of services.

Ten Day Standard of Promptness Rule

This is a ten day Standard of Promptness and it is expected that agencies will work with their vendors to meet this. It is also understandable that sometimes this is not feasible. Most CAAs have agreements with vendors that they can restore the deliverable fuels within the 10 days and will send payment within 30 days. As long as the customer has their deliverable fuel restored in 10 days, payment to vendor is required within 30 days per the grant.

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Eligibility Requirements - See CSPM Item 1003

Reporting Requirements - See CSPM Item 1002

Cost Category Limitations - See CSPM Item 402.4