DETAILED MODEL PLAN (LIHEAP)

Program Name: Low Income Home Energy Assistance
Grantee Name: Virginia
Report Name: DETAILED MODEL PLAN (LIHEAP)
Report Period: 10/01/2018 to 09/30/2019
Report Status: Saved

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Mandatory Grant Application SF-424

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01
OMB Clearance No.: 0970-0075
Expiration Date: 09/30/2020

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:	**5. Date Received By State:**
		4b. Federal Award Identifier:	**6. State Application Identifier:**

7. APPLICANT INFORMATION

*** a. Legal Name:** Virginia Department of Social Services

*** b. Employer/Taxpayer Identification Number (EIN/TIN):** 54-0959533	*** c. Organizational DUNS:** 015571326

*** d. Address:**

*** Street 1:**	ENERGY ASSISTANCE PROGRAM	**Street 2:**	801 E. MAIN STREET
*** City:**	RICHMOND	**County:**	
*** State:**	VA	**Province:**	
*** Country:**	United States	*** Zip / Postal Code:**	23219 - 2901

e. Organizational Unit:

Department Name:	**Division Name:**

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

Prefix:	*** First Name:** Andrea	**Middle Name:**	*** Last Name:** Gregg
Suffix:	**Title:** Program Manager	**Organizational Affiliation:**	
*** Telephone Number:** (804) 726-7368	**Fax Number** 804-726-7358	*** Email:** andrea.gregg@dss.virginia.gov	

*** 8a. TYPE OF APPLICANT:**
A: State Government

b. Additional Description:

*** 9. Name of Federal Agency:**

	Catalog of Federal Domestic Assistance Number:	CFDA Title:
10. CFDA Numbers and Titles	93568	Low-Income Home Energy Assistance

11. Descriptive Title of Applicant's Project

12. Areas Affected by Funding:

13. CONGRESSIONAL DISTRICTS OF:

* a. Applicant	b. Program/Project:
4	Statewide

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

14. FUNDING PERIOD:		15. ESTIMATED FUNDING:	
a. Start Date: 10/01/2018	b. End Date: 09/30/2019	* a. Federal ($): $0	b. Match ($): $0

*** 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

Process for Review on :

b. Program is subject to E.O. 12372 but has not been selected by 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	18c. Telephone (area code, number and extension)
	18d. Email Address
18b. Signature of Authorized Certifying Official	18e. Date Report Submitted (Month, Day, Year)

Attach supporting documents as specified in agency instructions.

Section 1 - Program Components

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
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Department of Health and Human Services
Administration for Children and Families
Office of Community Services
Washington, DC 20201

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
OMB Approval No. 0970-0075
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THE PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13)Use of this model plan is optional. However, the information requested is required in order to receive a Low Income Home Energy Assistance Program (LIHEAP) grant in years in which the grantee is not permitted to file an abbreviated plan. Public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

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.)		**Dates of Operation**	
		Start Date	**End Date**
☑	**Heating assistance**	10/09/2018	11/09/2018
☑	**Cooling assistance**	06/15/2019	08/15/2019
☑	**Crisis assistance**	11/01/2018	03/15/2019
☑	**Weatherization assistance**	10/01/2018	09/30/2019

Provide further explanation for the dates of operation, if necessary

The above dates for Heating Assistance, Cooling Assistance, and Crisis Assistance represent application dates.

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%.	**Percentage (%)**
Heating assistance	45.00%
Cooling assistance	12.00%
Crisis assistance	8.00%
Weatherization assistance	15.00%
Carryover to the following federal fiscal year	10.00%
Administrative and planning costs	10.00%
Services to reduce home energy needs including needs assessment (Assurance 16)	0.00%
Used to develop and implement leveraging activities	0.00%
TOTAL	**100.00%**

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:)**

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? ○ Yes ◉ No

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

	Heating	Cooling	Crisis	Weatherization
TANF	○ Yes ○ No	○ Yes ○ No	○ Yes ○ No	○ Yes ○ No
SSI	○ Yes ○ No	○ Yes ○ No	○ Yes ○ No	○ Yes ○ No
SNAP	○ Yes ○ No	○ Yes ○ No	○ Yes ○ No	○ Yes ○ No
Means-tested Veterans Programs	○ Yes ○ No	○ Yes ○ No	○ Yes ○ No	○ Yes ○ No

	Program Name	Heating	Cooling	Crisis	Weatherization
Other(Specify) 1		○ Yes ○ No	○ Yes ○ No	○ Yes ○ No	○ Yes ○ No

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: $0.00

1.7c Frequency of 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 ?

☑	**Gross Income**
☐	**Net Income**

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

☑	**Wages**
☑	**Self - Employment Income**
☑	**Contract Income**
☐	**Payments from mortgage or Sales Contracts**

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

☐	**Stipends from senior companion programs, such as VISTA**
☐	**Funds received by 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**

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.

Additional explanation for Questions 1.5 and 1.6

1.5

The VDSS does not automatically enroll households without an application; however, we do preapprove households who received assistance in the prior year, if all household members are current SNAP recipients and the household passes the Heating Assistance eligibility determination process/criteria as applied to current household circumstances. If the household passes the Heating Assistance eligibility determination process for the upcoming year, a preapproval letter is mailed to the household. The letter includes information about the data used to determine Heating Assistance eligibility and instructs the household to contact their LDSS if any of the data used to determine eligibility is not accurate. Households that include individuals who are not current SNAP recipients or households that do not pass the eligibility determination process, receive a preprinted Heating Assistance application as referenced in 6.1.

1.6

Virginia EAP does not designate any households as categorically eligible.

Section 2 - HEATING ASSISTANCE

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Section 2 - Heating Assistance

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

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

Add	Household size	Eligibility Guideline	Eligibility Threshold
1	All Household Sizes	HHS Poverty Guidelines	130.00%

2.2 Do you have additional eligibility requirements for HEATING ASSITANCE?	(•) 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:

Subsidized households (public housing authority) who are only responsible for periodic payment of individual excess utility usage charges (heating expenses included in rent) are not eligible for heating assistance.

Subsidized households (public housing) whose heating costs are included in the rent (utilities paid by the housing authority) are not eligible for heating assistance.

The Virginia Case Management System (VaCMS) assigns points according to energy burden, awarding the highest value to households with the highest percentage of energy burden, resulting in a weighted benefit. Please see Attachment I for an explanation of how points are determined.

Determination of Benefits 2605(b)(5) - Assurance 5, 2605(c)(1)(B)

2.4 Describe how you prioritize the provision of heating assistance tovulnerable populations,e.g., benefit amounts, early application periods, etc.

Priority is given to households which include vulnerable individuals (elderly, disabled, or a child under the age of six); the VaCMS assigns points according to vulnerability status, awarding the highest value to whichever condition is present, resulting in a weighted benefit. Please see Attachment I for an explanation of how points are determined.

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

- [x] **Income**
- [x] **Family (household) size**
- [x] **Home energy cost or need:**
  - [x] **Fuel type**

- [x] Climate/region
- [ ] Individual bill
- [ ] Dwelling type
- [x] Energy burden (% of income spent on home energy)
- [ ] Energy need
- [x] Other - Describe:

Vulnerability Factors: elderly individuals aged 60 or over; disabled individuals; and young children under six years of age are awarded more points. The VaCMS assigns points (see Attachment I) to each household which reflects the household's status with regard to the factors listed above. The more points attributed to a household, the larger the benefit. The highest amount of assistance is provided to those households having the highest energy costs and the lowest monthly income.

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

2.6 Describe estimated benefit levels for FY 2018:

Minimum Benefit	$165	**Maximum Benefit**	$561

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

If yes, 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.

Additional explanation for Question 2.6

Please see Attachment 1 "Benefit Matrix for Fuel" for details on the point value assigned to various household characteristics.

At the time of the annual Heating Assistance benefit calculation (December), benefits are calculated and awarded to all approved households based on the allocation and the number of matrix points awarded statewide. Maximum and minimum benefit amounts are determined at the time of benefit determination.

The estimated benefit levels for FY 2018, include the FY2017 maximum of $560.78 and minimum of $164.70.

Section 3 - COOLING ASSISTANCE

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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 componenet:

Add	Household size	Eligibility Guideline	Eligibility Threshold
1	All Household Sizes	HHS Poverty Guidelines	130.00%

3.2 Do you have additional eligibility requirements for COOLING ASSITANCE?	(•) 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:

Subsidized households who are responsible for periodic payment of individual excess fuel usage charges (even though cooling expenses are included in their rent) are not eligible for cooling assistance.

Subsidized households whose total cooling costs are included in their rent are not eligible for cooling assistance.

To be eligible for Cooling Assistance, the household must contain at least one individual who is age 60 or over, disabled, or under the age of six.

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

To be eligible for Cooling Assistance, the household must contain at least one individual who is age 60 or over, disabled, or under the age of six.

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):

- [x] **Income**
- [x] **Family (household) size**
- [x] **Home energy cost or need:**
  - [ ] **Fuel type**
  - [ ] **Climate/region**

- [x] **Individual bill**
- [ ] **Dwelling type**
- [ ] **Energy burden (% of income spent on home energy)**
- [x] **Energy need**
- [x] **Other - Describe:**

Vulnerability Factors: The household must include one of the following: a person 60 years of age or over; a disabled individual; or a child under six years of age.

Cooling Assistance recipients must meet the same income criteria as established for the Heating Assistance component. Benefits for Cooling Assistance will be determined based on need and will not exceed the current year maximum. The statewide maximum benefit for electricity payments will be based on available funding; households may be eligible and approved for payment of their bill up to the program maximum. Households with higher energy costs will receive a higher benefit.

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

3.6 Describe estimated benefit levels for FY 2018:

Minimum Benefit	$50	**Maximum Benefit**	$550

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

If yes, 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.

Additional explanation for Question 3.6

Cooling Benefit Matrix

The VDSS Cooling Assistance component offers several types of assistance to eligible households. The types of assistance and the maximums for each type of assistance are included below. Responses to the minimum and maximum benefit included in Question 3.6 represent the benefit amounts for the purchase of a portable fan ($50) and the purchase and installation of a widow/portable air conditioner ($550).

Types of Assistance and Benefit Maximums:

Portable Fan $50

Repair to installed Fan $100

Security Deposit (Electricity) $200

Repairs to Central Air Conditioner $300

Purchase/Installation Ceiling, Attic or Whole House Fan $350

Pick up Window Air Conditioner $ 350

Purchase/Installation Window Air Conditioner $550

Payment of Electric Bill (to operate Cooling equipment): The benefit amount varies depending on the annual LIHEAP federal appropriation and/or funds carried over from the Heating and Crisis components to the Cooling component. For the last several years, the maximum benefit range for this type of assistance has been $100 to $300. The maximum benefit for 2018 was $400. Eligible households may receive multiple payments on their electric bill, up to the maximum (within the component period), if funds are available statewide.

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Section 4: CRISIS ASSISTANCE

Eligibility - 2604(c), 2605(c)(1)(A)

4.1 Designate the income eligibility threshold used for the crisis component

Add	Household size	Eligibility Guideline	Eligibility Threshold
1	All Household Sizes	HHS Poverty Guidelines	130.00%

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

The Crisis Assistance component is designed to help households meet energy emergencies that cannot be met by other resources. The emergency may result from a weather related or supply shortage emergency such as: no source of heat; the only heating equipment in the home is inoperable or unsafe; or there is a potential no heat situation. Crisis Assistance will be provided when the conditions for providing assistance are met and the assistance will ensure heat for the household. Crisis Assistance intervention must resolve the energy crisis of eligible applicants within 48 hours, or 18 hours if in a life threatening situation. Assistance with the purchase of primary fuel and the payment of the primary utility bills is provided to households who did not receive Heating Assistance or who have exhausted their heating benefit.

4.3 What constitutes a life-threatening crisis?

A crisis situation is considered life-threatening if 1) the temperature is projected to be 32 degrees or less and 2) the household includes at least one vulnerable person (an individual who is under age six, age 60 or over, or disabled). Temperatures of 32 degrees or less for the current and following day are established by verifying the projected temperature through a weather service (The Weather Channel etc).

Crisis Requirement, 2604(c)

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**

Crisis Eligibility, 2605(c)(1)(A)

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:	
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	( ) Yes (•) No

received an eviction notice ?	
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:

The purchase of primary home heating fuel through Crisis Assistance requires that the household has exhausted all Heating Assistance benefits this program year; there is no viable source of heat in the home; the household is out of fuel (the tank is empty); or the households' fuel supply is low as indicated: (1) oil/ kerosene 25 gallons or less (2) bottled gas 20% or less gauge reading (3) wood or coal 7 day supply or less. Note: for households that received a direct payment for their Heating Assistance benefit, verification that the benefit was used to purchase primary fuel is required prior to the approval of Crisis Assistance purchase of primary fuel.

The payment of primary heat utility bill through Crisis Assistance requires that the account or electric service is in the name of the applicant or a member of the household or the service address is the same as the applicant's address as verified by the utility company; the household has exhausted all Heating Assistance benefits this program year; and the household has no heat or will have no heat because the primary heat source of electricity or natural gas has been cut off within the past thirty days; will be disconnected within fifteen days; or has a prepaid meter balance of $25 or less. Note: for households that received a direct payment for their Heating Assistance benefit, verification that the benefit was used to pay their primary heat bill is required prior to approval of Crisis Assistance payment of primary utility.

The repair of inoperable or unsafe heating equipment requires that the heating equipment to be repaired must be the primary heating system used by the household and the heating equipment must be inoperable or unsafe at the time of the request. Unsafe is defined as heating equipment that is dangerous or harmful to the health or safety of the household.

The replacement or purchase of heating equipment requires that there is no primary heat source equipment in the home or a vendor has determined the equipment cannot be repaired.

The replacement or purchase of heating equipment assistance is not provided to renters.

Subsidized households (public housing) who are only responsible for periodic payment of individual excess utility usage charges (heating expenses are included in their rent/paid by the housing authority) are not eligible for Crisis Assistance. Subsidized households are those households living in a public housing community/property managed by a public housing authority (PHA) versus a property participating in the Housing Choice Voucher Program (Section 8).

Subsidized households (PHA property) whose total heating costs are included in their rent (paid by the PHA) are not eligible for Crisis Assistance.

Determination of Benefits

4.8 How do you handle crisis situations?	
☑	**Separate component**
☐	**Fast Track**
☐	**Other - Describe:**

4.9 If you have a separate component, how do you determine crisis assistance benefits?	
☑	**Amount to resolve the crisis.**
☐	**Other - Describe:**

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.**

Crisis Assistance applications are accepted in person at Local Departments of Social Services (LDSS) in 120 cities and counties across the state. Additionally, applicants can submit applications via mail; fax; online through the Virginia Department of Social Services (VDSS) customer portal CommonHelp; and by phone through the VDSS Enterprise Customer Service Center.

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.**

Travel to the sites at which applications for crisis assistance are accepted?

◉ Yes ○ No **If No, explain.**

If you answered "No" to both options in question 4.11, please explain alternative means of intake to those who are homebound or physically disabled?

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

4.12 Indicate the maximum benefit for each type of crisis assistance offered.

Winter Crisis	$2,500.00 **maximum benefit**
Summer Crisis	$0.00 **maximum benefit**
Year-round Crisis	$0.00 **maximum benefit**

4.13 Do you provide in-kind (e.g. blankets, space heaters, fans) and/or other forms of benefits?

○ Yes ◉ No **If yes, Describe**

4.14 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.

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

	Winter Crisis	Summer Crisis	Year-round Crisis
Heating system repair	☑	☐	☐
Heating system replacement	☑	☐	☐
Cooling system repair	☐	☐	☐
Cooling system replacement	☐	☐	☐
Wood stove purchase	☑	☐	☐
Pellet stove purchase	☑	☐	☐
Solar panel(s)	☐	☐	☐
Utility poles / gas line hook-ups	☑	☐	☐
Other (Specify): Payment of Security Deposits for Primary Heat Utility or Liquid Propane Gas Tank; Provision of Supplemental Heating Equipment/Maintenance; Payment for Emergency Shelter in no heat situations; Purchase of Portable Space Heater for Temporary Use; Purchase of Primary Home Heating Fuel; and Payment of Primary Heat Utility Bill.	☑	☐	☐

4.16 Do any of the utility vendors you work with enforce a moratorium on shut offs?

○ Yes ◉ No

If you responded "Yes" to question 4.16, you must respond to question 4.17.

4.17 Describe the terms of the moratorium and any special dispensation received by LIHEAP clients during or after the moratorium period.

Some utility providers elect not to disconnect customers when the temperature is below a specified level; however, there is no regulated/written policy for this practice. There are not any special dispensations received by LIHEAP clients.

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.

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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

Add	Household Size	Eligibility Guideline	Eligibility Threshold
1	All Household Sizes	State Median Income	60.00%

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. Virginia Department of Housing and Community Development (DHCD)

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**
- [ ] **Mostly under LIHEAP rules with the following DOE WAP rule(s) where LIHEAP and WAP rules differ (Check all that apply):**
  - [ ] **Income Threshold**
  - [ ] **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**
  - [ ] **Weatherize shelters temporarily housing primarily low income persons (excluding nursing homes, prisons, and similar institutional care facilities).**
  - [ ] **Other - Describe:**
- [x] **Mostly under DOE WAP rules, with the following LIHEAP rule(s) where LIHEAP and WAP rules differ (Check all that apply.)**
  - [x] **Income Threshold**
  - [x] **Weatherization not subject to DOE WAP maximum statewide average cost per dwelling unit.**
  - [x] **Weatherization measures are not subject to DOE Savings to Investment Ration (SIR) standards.**
  - [x] **Other - Describe:**

Fuel switching only when a Health & Safety inspection identifies an unsafe appliance - subgrantee shall have the ability to select an alternative fuel (electric). The switch will always be modeled by an approved energy audit tool and run as an ECM when applicable and documentation of original issue shall be required in the client file.

DHCD allows the buy down of measures in single family dwellings when utilizing LIHEAP-only funds.

Eligibility, 2605(b)(5) - Assurance 5

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
House holds with high energy burdens?	(•) Yes ( ) No
Other? Households who do not have a permanent, safe and operable heat source. Households with time sensitive projects (i.e., leveraging funds from other sources).	(•) 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.

Rental tenants must have the written permission of the landlord before weatherization measures can be authorized.

Owners of Multifamily rental property of five (5) or more units per building are required to provide a 15% match contribution based on the cost of weatherization measures. If the owner of Multifamily rental property meets Weatherization Assistance Program eligibility requirements, they are not required to provide the match contribution.

No match is required of owners of Small Multifamily property defined as four (4) units or less at the same property or contiguous location.

Multi-family weatherization using LIHEAP requires DHCD approval. Further approval by DOE is not required if no DOE funds are utilized in the weatherization.

Priority is given when a household has no heat and weatherization is done in conjunction with Crisis Assistance.

Priority may be given when a household is receiving other rehabilitation assistance where weatherization work would be compromised if not done in coordination with rehab.

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 Assitance, 2605(c)(1), (B) & (D)

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

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

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.

Additional explanation for Questions 5.10 and 5.11

5.10

The average program operations cost per unit is $7,261 as included in the Department of Energy (DOE) Weatherization State Plan. To maintain the average cost, higher cost jobs are offset by lower cost jobs.

DOE F 1325.8
(8-89)
EFG (07-90)

United States Government **Department of Energy**

memorandum

DATE: June 9, 2017

REPLY TO ATTN OF: EE-5W

SUBJECT: Approval of Virginia's Manufactured Home Audit Procedures for the Weatherization Assistance Program

TO: Erica Burrin, Managing Team Lead, Weatherization Assistance Program, U.S. Department of Energy Headquarters

To ensure that energy audit procedures of sufficient technical rigor are used in the U.S. Department of Energy's (DOE's) Weatherization Assistance Program, grantees must submit their energy audit procedures to DOE for approval every five years. DOE last approved Virginia's energy auditing procedures for manufactured homes using the Manufacturing Home Energy Audit (MHEA) on September 9, 2011, and for site built homes using the Home Energy Audit Tool (HEAT) on June 2, 2016.

Virginia has now requested DOE approval of its audit procedures for manufactured homes using HEAT, and provided the following materials to assist in this review:

- Energy audit submittal packages
- Library of measures lists, with costs where applicable
- Access to a Hancock HEAT audit tool staging site configured for Virginia's weatherization assistance program
- HEAT audit files for 10 sample dwellings and 5 benchmark dwellings – accessible through the Virginia HEAT staging site
- The Virginia Field Guide and related audit and field procedures
- Health and safety protocols
- Supporting submittals requesting approval of LEDs
- E-mail dated 6/1/17 from Bryan Burris (DHCD) responding to DOE comments

The request has been reviewed in accordance with WPNs 16-7 and 16-8 and was found to comply with §440.21 of the final rule. Based on review of the submitted material, Virginia is approved to use LEDs in WAP and Virginia's manufactured home audit procedures are approved as described below.

- Restrictions are placed on the use of the Hancock HEAT audit tool as delineated in Attachment 1

- Approval of the energy audit procedures does not constitute approval of other measures not listed in Appendix A of the final rule, or not otherwise approved by DOE for expenditure of Weatherization funds.

- Approval of these audit procedures does not constitute approval of Virginia's Health and Safety Plan or the materials listed therein for purposes of allowable expenditures.

Approval of Virginia's audit procedures for manufactured homes expires five years from the date of this memorandum. The State must submit its audit procedures to DOE in a timely manner for re-approval by this date.

Please provide this information to the State of Virginia. If there are any questions, please contact the Project Officer, Christine Askew at 202-586-8224.

David Rinebolt
Program Manager
Weatherization and Intergovernmental Program
Energy Efficiency and Renewable Energy

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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:

- [x] **Place posters/flyers in local and county social service offices, offices of aging, Social Security offices, VA, etc.**
- [x] **Publish articles in local newspapers or broadcast media announcements.**
- [x] **Include inserts in energy vendor billings to inform individuals of the availability of all types of LIHEAP assistance.**
- [x] **Mass mailing(s) to prior-year LIHEAP recipients.**
- [x] **Inform low income applicants of the availability of all types of LIHEAP assistance at application intake for other low-income programs.**
- [ ] **Execute interagency agreements with other low-income program offices to perform outreach to target groups.**
- [x] **Other (specify):**

For the Heating, Crisis, and Cooling components, the VDSS provides applications upon request as well as access to applications on the VDSS public website. Applications can be submitted in person as well as by mail; fax; online via CommonHelp; and via the phone through the VDSS Enterprise Customer Service Center. Applications are accepted at sites that are geographically accessible to all households within the service area. A toll-free telephone number for the hearing impaired is provided.

In September, households that received Heating, Crisis, or Cooling Assistance in the prior year receive a preprinted heating assistance application or a notice of preapproval for Heating Assistance in the mail. Last year, 95,766 households received a preprinted application for Heating Assistance. An additional 38,494 households received a notice of preapproval for Heating Assistance.

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 - Coordniation, 2605(b)(4) - Assurance 4

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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:**

Applicants may apply for multiple VDSS programs by completing one online application.

Through contact with other federal, state and community agencies, Virginia coordinates services and activities to low-income households. At a minimum, the LIHEAP Weatherization component will be coordinated with the Department of Energy (DOE) Weatherization Assistance Program (WAP) and other housing rehabilitation programs operated by local weatherization agencies. During the application process or during the onsite estimation for weatherization, the local administrator will inquire and assess for other health and safety needs or problems related to the home and its occupants.

The VDSS provides an Energy Assistance referral list three times per year to the DHCD for outreach activities by local weatherization agencies.

LDSS in 120 cities and counties are responsible for coordinating programs locally with other community agencies, faith-based organizations, and non-profit organizations.

Through automated systems, the grantee is able to identify low-income households for mass mailings.

The Virginia General Assembly passed and the Governor signed into law, House Bill 2473 and House Bill 71 in March 2002. These laws created the Home Energy Assistance Program (HEAP). Donations made to HEAP are used to supplement LIHEAP benefits.

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.

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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?

☐	**Administration Agency**
☐	**Commerce Agency**
☐	**Community Services Agency**
☐	**Energy / Environment Agency**
☐	**Housing Agency**
☑	**Welfare 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?

Administration of Heating Assistance is managed through 120 LDSS including a system of mail-in applications, access to applications on the VDSS public website, the option to apply online via CommonHelp, and the option to apply by telephone through the Enterprise Customer Service Center.

The grantee will continue coordination with other social services organizations (e.g., Area Agencies on Aging and Community Action Agencies) throughout Virginia by supplying EAP information posters and EAP Fact Sheets.

Additionally, the grantee will continue to administer the Weatherization component through the DHCD, who contracts with the local weatherization agencies.

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

Administration of Cooling Assistance is managed through 120 LDSS including a system of mail-in applications, access to applications on the VDSS public website, the option to apply online via CommonHelp, and the option to apply by telephone through the Enterprise Customer Servcie Center.

The grantee will continue coordination with other social services organizations (e.g., Area Agencies on Aging and Community Action Agencies) throughout Virginia by supplying EAP information posters and EAP Fact Sheets.

Additionally, the grantee will continue to administer the Weatherization component through the DHCD, who contracts with the local weatherization agencies.

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

Administration of Crisis Assistance is managed through 120 LDSS including a system of mail-in applications, access to applications on the VDSS public website, the option to apply online via CommonHelp, and the option to apply by telephone using the Enterprise Customer Service Center.

The grantee will continue coordination with other social services organizations (e.g., Area Agencies on Aging and Community Action Agencies) throughout Virginia by supplying EAP information posters and EAP Fact Sheets.

Additionally, the grantee will continue to administer the Weatherization component through the DHCD, who contracts with the local weatherization agencies.

8.5 LIHEAP Component Administration.	Heating	Cooling	Crisis	Weatherization
8.5a Who determines client eligibility?	Local City Government Local County Government	Local City Government Local County Government	Local City Government Local County Government	Community Action Agencies Non-profits
8.5b Who processes benefit payments to gas and electric vendors?	State Welfare Agency	Local City Government Local County Government	Local City Government Local County Government	
8.5c who processes benefit payments to bulk fuel vendors?	State Welfare Agency	Local City Government Local County Government	Local City Government Local County Government	
8.5d Who performs installation of weatherization measures?				Community Action Agencies Non-profits

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?

The Code of Virginia 63.2-100 designates energy assistance as "public assistance" which is administered by the VDSS. The three LIHEAP components and the state's "welfare programs" are administered through the same state agency, the VDSS. Administration is managed through 120 LDSS.

8.7 How many local administering agencies do you use? 120

8.8 Have you changed any local administering agencies in the last year?

- ○ Yes
- ◉ 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.

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Section 9: Energy Suppliers, 2605(b)(7) - Assurance 7

9.1 Do you make payments directly to home energy suppliers?

Heating	(•) Yes ( ) No
Cooling	(•) Yes ( ) No
Crisis	(•) Yes ( ) No
Are there exceptions?	(•) Yes ( ) No

If yes, Describe.

The grantee also makes payments directly to eligible households under the following conditions: household's primary fuel type is wood or coal; fuel tank capacity less than 100 gallons; renters with heat/cooling included in the rent; households where no vendor contract for a specific fuel type exists for their locality; energy source can only be provided by a unique vendor and no vendor contracts exists (i.e., liquid propane, electricity or natural gas); an appeal decision requires it; the household picks up oil/kerosene from an island pump; and eligible households who have their utility payment automatically debited/withdrawn as verified. In Virginia there are approximately five government owned utilities/municipalities that do not particiapte in the EAP.

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

When the case is approved, the client is mailed a system generated approval notice (Client Notice of Action) that explains the type and amount of services the household has been approved to receive. Note: For households receiving direct payments, in addition to a check, the grantee mails a system generated Client Notice of Action indicating the benefit amount authorized.

At the end of each component, the grantee mails a system generated payment notice (Notice of Payments Made) to each eligible household. The payment notice lists payments made on behalf of the client for each component as well as any refunds and/or cancellations. Note: households who only receive direct payments do not receive these payment notices.

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?

EAP vendors must sign an agreement (see Attachment II) with the VDSS. The agreement specifies that the vendor will comply with all billing instructions and guidelines provided by VDSS for each component. EAP vendors must provide documentation to support payment requests. All equipment purchases require a recipient signature on the credit authorization/work order when submitted for payment. The state will seek correction of identified noncompliance or terminate the agreement.

In addition, the VDSS mails recipient households a notice at the end of each component that lists all vendor payments made on their behalf that season. If the client disagrees with the amount paid according to the notice, the VDSS follows up with the vendor to confirm all payments were properly credited to the client's account.

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?

EAP vendors must sign an agreement with the VDSS. The agreement specifies that the vendor will not discriminate against or adversely treat any eligible household in regard to terms and conditions of sale, credit, delivery, or service.

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.

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Section 10: Program, Fiscal Monitoring, and Audit, 2605(b)(10)

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

The VDSS is responsible for monitoring expenditures for all components of the EAP. No LDSS is reimbursed for administrative expenditures above the maximum amount allowed per state and federal regulations.

DHCD requires that subgrantees enter all weatherization client data into a database. The weatherization measures installed for each client are recorded in the database. Invoices are then created and submitted through the database. The subgrantees also submit general ledgers with the invoices that are reviewed prior to processing. DHCDs records are maintained in accordance with procedures established by the Department of Accounts and are audited by the Auditor of Public Accounts.

The VDSS monitors the DHCD reimbursement requests for weatherization expenditures to ensure that supporting documentation is available for review and to ensure that expenditures are in compliance with state and federal regulations.

Two accounting and tracking systems, one by the EAP program and one by the VDSS Finance Division, are maintained to track revenue and disbursements for all components of the program. These two accounting and tracking systems are reconciled with the state's financial accounting system.

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.

No Findings ☑

Finding	Type	Brief Summary	Resolved?	Action Taken
1				

10.4. Audits of Local Administering Agencies

What types of annual audit requirements do you have in place for local adminstering 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 compliance process.**
- ☑ **Grantee conducts fiscal and program monitoring of local agencies/district offices**

Compliance Monitoring

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:**

EAP activities will be monitored by the grantee. VDSS staff monitors cases via the online "Pending" and "Unpaid" reports. A sampling of all case types will be randomly selected by the automated system. Case reading reviews will be conducted and findings submitted to management at the state and local level. When necessary, LDSS will be required to develop and submit corrective action plans for errors detected.

The Virginia EAP has a strong sub-recipient monitoring plan/policy in place. Virginia is state supervised and locally administered by 120 LDSS. State staff monitors LDSS case management via various online reports. Additionally, a random sample of cases is selected and reviewed by state staff based on a predetermined schedule. Case reading reviews are scheduled/conducted based on LDSS caseload size with other factors sometimes taken into consideration (i.e. staff changes, significant requests for technical assistance, etc.). Based on size, LDSS are reviewed every year, every two years or every three years. A random sample of cases is pulled and reviewed for guidance/policy compliance, timely processing and payment accuracy (including a secondary review of invoices and payments). Findings are reported to the LDSS Director and EAP Supervisor and the VDSS EAP Manager and Benefit Programs Division Director; if necessary, case correction is required and, when appropriate, a corrective action plan is submitted by the LDSS.

DHCD staff completes onsite administrative and financial monitoring annually for each of their subgrantees. Subgrantees are required to have an inspection of the completed WAP work done by a certified Quality Control Inspector (QCI). At least five percent of all completed units must be physically inspected by DHCD's inspector for compliance with State and Federal standards. DHCD staff submits copies of all completed monitoring reports to VDSS EAP staff for review. Additionally, DHCD staff completes reviews of invoices and payments when their subgrantees submit invoices for payment.

Local Adminstering Agencies / District Offices:

☐ **On - site evaluation**

☐ **Annual program review**

☐ **Monitoring through central database**

☑ **Desk reviews**

☑ **Client File Testing / Sampling**

☑ **Other program review mechanisms are in place. Describe:**

In addition to various sub-recipient monitoring activities, each LDSS must submit a Fraud Plan annually; a Fraud Plan is required for a LDSS to receive a fraud allocation. The Fraud Plan covers multiple programs. The Fraud Plan template is attached (Attachment III).

State Fraud staff conducts Fraud Program Compliance Reviews. Completed investigations are reviewed; the review focuses on the accuracy of the investigative decision.

Classroom and online training is available for both new and experienced EAP workers.

DHCD staff completes on-site evaluations; annual program reviews; monitoring through a central database; and client file testing/sampling for their subgrantees.

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

In addition to the individual case monitoring completed as part of providing technical assistance and financial and case management report monitoring, EAP consultants, conduct case reading reviews for all three EAP components.

Decisions on which LDSS to review are based on the types and the frequency of requests for technical assistance, LDSS staff issues (new or inexperienced staff) and the Division's commitment to annual case reading reviews for the largest LDSS, with case reading reviews for smaller agencies completed on either a biennial or three year rotating schedule.

Upon completion of LDSS case reading reviews, written correspondence is sent to the LDSS Director and EAP Supervisor and the VDSS Benefit Programs Division Director and EAP Manager. Written correspondence includes a summary of the case reading findings, a copy of the individual case reading documents, instructions on error corrections (if necessary) and information on possible trends and/or LDSS process/organizational changes that may help reduce the errors.

The number of cases reviewed per LDSS will be a minimum of 30 cases for large, 20 for medium and 15 for small. Guidance for breakdown of case types is as follows:

Total	Fuel	Crisis	Cooling
30	15	7	8
20	10	4	6
15	8	3	4

The following is a list of the reports and forms used by EAP consultants for monitoring:

- Unpaid Fuel/Crisis/Cooling Report
- Fuel/Crisis/Cooling Pending Report
- EAP Client Management Report - Case Disposition by Locality
- Locality Expenditure Report
- Financial Monitoring Forms - Correction of Payment Errors (COPE), Case Payment Adjustment, Affidavit on Check Endorsement, Stop Payment Request, Check Cancellation

When a component is operational, all of the above listed reports are reviewed weekly. When deadlines approach (i.e. benefit determination, final check writing, etc.) reports are reviewed daily with follow up to LDSS initiated as required. Reports are monitored to ensure applications are processed timely (pending reports) and to ensure vendors are submitting bills and being paid promptly (unpaid reports). Initial correspondence to LDSS indicating a need for improvement (cases in pending or unpaid status for an excessive amount of days) is informal, email or phone call is sufficient. If there is a recurring problem with an individual LDSS, reports with cases chronically overdue for processing or payment, the EAP consultant will work with the LDSS to improve performance.

DHCD staff completes onsite administrative and financial monitoring annually for each of their subgrantees. The "Financial and Administrative Monitoring Tool" and the "Technical Monitoring Tool" are completed with each subgrantee. Although all units are inspected by the subgrantee's own certified Quality Control Inspector at completion of the job, at least five percent of all completed units must be physically inspected by DHCD's inspector for compliance with State and Federal standards. The requirement is ten percent when the subgrantee's energy audit and the quality control inspection are performed by the same person.

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

Site Visits:

Each EAP consultant develops a monitoring schedule to be completed during the following State Fiscal Year. Decisions on which LDSS to review are based on the types and the frequency of requests for technical assistance, LDSS staff issues (new or inexperienced staff) and the Division's commitment to annual case reading reviews for the largest LDSS, with case reading reviews for smaller agencies completed on either a biennial or three year rotating schedule.

For DHCD, subgrantees visits are required annually.

For VDSS, site visits are not scheduled as part of each LDSS review due to budget constraints. However, periodic site visits are conducted by VDSS if there are issues in the LDSS or if requested by the LDSS.

For DHCD, subgrantee site visits are required annually. The visits rotate unless there are identified issues that trigger a review sooner than it would normally occur.

Desk Reviews:

See process listed in Sections 10.5 and 10.6 for VDSS.

All DHCD reviews are completed onsite annually. Monitoring through the electronic database takes place by reviewing invoices monthly.

10.8. How often is each local agency monitored ?

Each LDSS is monitored at least once every three years.

Each DHCD subgrantee is monitored yearly.

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

Neither VDSS nor DHCD have data to calculate this rate at this time.

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

Neither VDSS nor DHCD have data to calculate this rate at this time.

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.

Additional explanation for Questions 10.11 and 10.12

10.11

Currently, there are no LDSS on corrective action for eligibility and/or determination issues. Note: When LDSS are monitored by an EAP consultant, the LDSS may be required to develop a corrective action plan (CAP) to address any errors/issues. The LDSS has 30 days to make all corrections. Once the corrections have been completed, the CAP ends.

Currently, there are no DHCD sub-grantees on corrective action for eligibility and/or determination issues. All monitoring findings must be addressed within 30 days after the monitoring review has been completed.

10.12

Currently, there are no LDSS on corrective action for financial accounting or administrative issues. Note: When LDSS are monitored by an EAP consultant, the LDSS may be required to develop a CAP to address any errors/issues. The LDSS has 30 days to make all corrections. Once the corrections have been completed, the CAP ends.

Currently, there are no DHCD sub-grantees on corrective action for financial accounting or administrative issues. Six sub-grantees have findings from their most recent annual monitoring review. Four pending reports may have at least one finding. All monitoring findings must be addressed within 30 days after the monitoring review has been completed.

Section 11 - Timely and Meaningful Public Participation, , 2605(b)(12) - Assurance 12, 2605(c)(2)

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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.

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

The grantee encourages public participation in the development of the state plan through: (1) input from LDSS and DHCD as well as (2) a public hearing. A broadcast was posted on SPARK, an internal website for LDSS, soliciting comments on a draft version of the LIHEAP state plan. Additionally, the draft plan was emailed to DHCD staff for review and comments. Prior to the public hearing, VDSS and DHCD staff met to discuss proposed changes for Weatherization Assistance.

Notification of the LIHEAP public hearing was published in the legal notices section of the Richmond Times Dispatch and Washington Post newspapers. Notification of the LIHEAP public hearing was also posted on the Commonwealth Calendar of Events located on the Official Commonwealth of Virginia Government website. The draft plan was posted to both the VDSS internal website and public site in advance of the hearing. The VDSS public website will be included in public notices.

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

PLACEHOLDER - Discussions/clarifying questions will be entertained during the comment period (while the plan was in draft form) and changes will be made to the plan if additional clarification is needed or relevant.

Public Hearings, 2605(a)(2) - For States and the Commonwealth of Puerto Rico Only

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

	Date	Event Description
1	07/20/2018	Public Hearing at the VDSS

11.4. How many parties commented on your plan at the hearing(s)? 0

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

comments were received at the hearing.

Note: VDSS staff met with DHCD Weatherization staff prior to the hearing to discuss their comments and changes for the plan.

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

DHCD comments were incorporated into the plan prior to the hearing. *Additional changes were made as comments were received at the 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.

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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? 266

12.2 How many of those fair hearings resulted in the initial decision being reversed? 13

12.3 Describe any policy and/or procedural changes made in the last Federal fiscal year as a result of fair hearings?

There were no policy and/or procedural changes for VDSS or DHCD.

12.4 Describe your fair hearing procedures for households whose applications are denied.

For VDSS, an applicant for and/or recipient of Heating, Crisis, and/or Cooling Assistance has the right to appeal and receive a fair hearing if: the application or the right to make application is denied; the application is not approved or denied in a timely manner unless the delay was caused by the applicant's lack of cooperation in providing necessary and reasonable evidence; an approved case is closed and the household believes it should not have been; or for any action taken on the case/application for which he/she disagrees.

DHCD's hearings process is the same for denials and applications not acted on in a timely manner. The local weatherization administrator develops procedures that are adopted by their Board of Directors. Typically, the procedures involve an opportunity to meet with the local agency head and/or a representative group of the Board of Directors.

12.5 When and how are applicants informed of these rights?

All applicants for and recipients of Heating, Crisis and Cooling Assistance will be informed in writing, at the time of application of the right to a fair hearing, of the method by which a hearing may be obtained, and of the right to be represented by others or to represent him/herself. Additionally, LDSS will inform all clients of the right to a fair hearing if the client is dissatisfied with any action taken by the LDSS. Notification will occur via the following methods: applicants seen in person will be informed verbally and in writing via the EAP Fact Sheet and all applicants, whether seen or not, will be in informed of the right to request a fair hearing in writing via the Client Notice of Action.

In addition to filing an appeal, the applicant has the right to request a conference with the LDSS to discuss the actions listed above or any action taken on his/her case/application. At this conference, the LDSS must provide the applicant with an explanation of the action taken. The applicant must also be given the opportunity to present an explanation and state why he/she disagrees with the LDSS action. At the conference, the applicant has the right to have his/her side presented by an authorized representative, such as a friend, relative, or lawyer. Requesting a conference does not prevent the applicant from requesting a fair hearing. If a hearing is requested, a VDSS Hearings Officer will conduct the hearing and make a decision on the appeal. The appellant will be notified in writing of the Hearings Officer's decision within 60 days of the receipt of the appeal request.

Applicants for Weatherization are informed of the right to appeal an application denial or an untimely action on an application at the time the application is taken or denied. Files of denied applicants are monitored during the field/client file monitoring.

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

An applicant for and/or recipient of Heating, Crisis and/or Cooling Assistance has the right to appeal and receive a fair hearing if the application is not approved or denied in a timely manner unless the delay was caused by the applicant's lack of cooperation in providing necessary and reasonable evidence.

The Weatherization component's hearings process is the same for denials and applications not acted on in a timely manner. The local weatherization administrator develops procedures that are adopted by their Board of Directors. Typically, the procedures involve an opportunity to meet with the local agency head and/or a representative group of the Board of Directors.

12.7 When and how are applicants informed of these rights?

All applicants for and recipients of Heating, Crisis and Cooling Assistance will be informed in writing, at the time of application of the right to a fair hearing, of the method by which a hearing may be obtained, and of the right to be represented by others or to represent him/herself. Additionally, LDSS

will inform all clients of the right to a fair hearing if the client is dissatisfied with any action taken by the LDSS. Notification will occur via the following methods: applicants seen in person will be informed verbally and in writing via the EAP Fact Sheet and all applicants, whether seen or not, will be in informed of the right to request a fair hearing in writing via the EAP Fact Sheet and the Client Notice of Action.

In addition to filing an appeal, the applicant has the right to request a conference with the LDSS to discuss the actions listed above or any action taken on his/her case/application. At this conference, the LDSS must provide the applicant with an explanation of the action taken. The applicant must also be given the opportunity to present an explanation and state why he/she disagrees with the LDSS action. At the conference, the applicant has the right to have his/her side presented by an authorized representative, such as a friend, relative, or lawyer. Requesting a conference does not prevent the applicant from requesting a fair hearing. If a hearing is requested, a VDSS Hearings Officer will conduct the hearing and make a decision on the appeal. The appellant will be notified in writing of the Hearings Officer's decision within 60 days of the receipt of the appeal request.

Applicants for Weatherization are informed of the right to appeal an application denial or an untimely action on an application at the time the application is taken or denied. Files of denied applicants are monitored during the field/client file monitoring.

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.

Additional explanation for Questions 12.1 and 12.2

12.1

There were 266 fair hearings for the VDSS EAP components.

DHCD did not have any fair hearings in the prior year for the Weatherization Assistance component.

12.2

For VDSS EAP components, there were thirteen.

For DHCD Weatherization Assistance, there were none.

Section 13 - Reduction of home energy needs,2605(b)(16) - Assurance 16

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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?

Curently the VDSS does not charge expenditures to Assurance 16.

Note: The VDSS does include energy savings and conservation tips in the mass mailing of pre-printed applications sent to households prior to the start of the Heating application period. The VDSS is evaluating additional educational and outreach activities to encourage households to reduce their home energy needs.

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

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

We cannot measure this as we do not currently charge expenditures to Assurance 16.

13.4 Describe the level ofdirect benefitsprovided to those households in the previous Federal fiscal year.

We cannot measure this as we do not currently charge expenditures to Assurance 16.

13.5 How many households applied for these services? We cannot measure this as we do not currently charge expenditures to Assurance 16.

13.6 How many households received these services? We cannot measure this as we do not currently charge expenditures to Assurance 16.

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 ,2607A

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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.

Third parties are instructed to complete the "LIHEAP Leveraging Report Resource/Benefit Description Pages" for the specified base period based on instructions provided by HHS. Records are retained for a minimum of three years.

14.3 For each type of resource and/or benefit to be leveraged in the upcoming year that will meet the requirements of45 C.F.R. Â§ 96.87(d)(2)(iii), describe the following:

Resource	What is the type of resource or benefit ?	What is the source(s) of the resource ?	How will the resource be integrated and coordinated with LIHEAP?
1	This program provides payments for heating and cooling assistance to eligible low-income households in addition to LIHEAP benefits.	Dominion Energy (was Dominion Virginia Power) Company Â EnergyShare Program	EAP provides technical assistance for planning/implementing the EnergyShare Program and works side-by-side with the company in the formulation of policies, procedures, etc. Intake is provided at LDSS and community action agencies. Households are assisted only after their LIHEAP benefits have been exhausted or if they were ineligible for LIHEAP. Funding is provided through customer and company contributions. The utility company receives and disburses funds. All payments go directly to the householdÂs energy vendor. Administrative expenses are borne by the utility company.
2	This program provides payments for heating and cooling assistance to eligible low-income households in addition to LIHEAP benefits.	American Electric Power (AEP) Â Neighbor-To-Neighbor Program	Applicants must be current AEP customers in possession of a cutoff notice, income eligible for LIHEAP, and, if approved for LIHEAP, have exhausted LIHEAP benefits. The VDSS works with AEP on development of program policies and promotion. Funds come from customer and company contributions. The utility company deposits contributions and disburses supplemental assistance to eligible LIHEAP households.
3	This program provides utility security deposits to eligible low-income households.	Security Deposit Option Program (SDOP)	A joint project developed by the VDSS and Dominion Energy, the Security Deposit Option Program allows individuals found eligible for payment of a security deposit through the Crisis and Cooling Assistance components to have the payment of the deposit waived by the utility company. The utility will consider the deposit paid although no dollars have been received. Over the years, additional companies have elected to participate in the SDOP.
4	This program provides Weatherization assistance to eligible low-income households in addition to LIHEAP benefits.	Joint Venture with the Virginia Department of Housing and Community Development	DHCD oversees the Weatherization Assistance Program and weatherization agencies in Virginia. The Weatherization agencies are the sole source vendor for the LIHEAP Weatherization component. The cost of services may be supplemented by other funds received by DHCD; the source of supplemental funds may be state funds allocated to DHCD. (Federal DOE funds would not be used for the cost of any of theses services.) Intake is provided by local weatherization agencies. The VDSS and DHCD collaborate across programs to maximize available funding for eligible households. The VDSS makes referrals to the DHCD. The VDSS provides a referral list of EAP recipients to the DHCD at the completion of each of the three EAP components.
5	This program provides assistance with heating and equipment costs to eligible low-income	Home Energy Assistance Fund - Home Energy Assistance Program (HEAP)	In 2002, the Virginia General Assembly established a special non-reverting fund to support the efforts of public agencies, private utility service providers, and charitable and community groups seeking to assist low-income Virginians in meeting their residential energy needs. The fund consists of donations, contributions and funds appropriated by the General Assembly. Interest earned on the money shall remain and be credited to the fund. Contributions remaining in the fund at the end of each fiscal year will be carried over into the next year. The funds will be disbursed through the operations of the HEAP. The VDSS has been designated as the lead agency in coordinating and administering all energy assistance efforts among state agencies and non- state organizations electing to participate in HEAP.

	households in addition to LIHEAP benefits.		In January 2004, the Virginia state income tax form provided a check-off option for contributions to HEAP. The VDSS will continue to promote the income tax check-off box on behalf of the fund.
6	This program, if offered, would provide payments for heating and cooling assistance to eligible low-income households in addition to LIHEAP benefits.	State General Funds	The VDSS has occasionally received state general funds to supplement the LIHEAP funded EAP. Periodic receipt of state general funds may continue.

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.

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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?

☐ **Annually**

☐ **Biannually**

☑ **As needed**

☐ **Other - Describe:**

☑ **Employees are provided with policy manual**

☑ **Other-Describe:**
New EAP consultants work closely with seasoned staff to collaborate on technical assistance for LDSS and the completion of monitoring reviews for the first few months of employment. After that, peer reviews continue to be completed for monitoring reviews. Employees are provided an online guidance manual. DHCD staff conducts formal training with grantee staff on grantee policies and procedures annually and as needed. Employees are provided with a policy manual.

b. Local Agencies:

☐ **Formal training conference**

How often?

☐ **Annually**

☐ **Biannually**

☐ **As needed**

☐ **Other - Describe:**

☑ **On-site training**

How often?

☐ **Annually**

☐ **Biannually**

☑ **As needed**

☐ **Other - Describe:**

☑ **Employees are provided with policy manual**

☑ **Other - Describe**
LDSS have two EAP training options available: classroom training sessions are available for new workers and various online training modules are available as a refresher for experienced workers. Classroom training is available statewide at the start of each EAP component. The online modules are available year round. LDSS staff training is optional. Additionally, each LDSS is assigned a program consultant who monitors the LDSS as a sub-recipient and also provides technical assistance, policy interpretation, and targeted training as needed. DHCD staff conducts formal training conferences with subgrantees annually and as needed. DHCD conducts Peer Exchange meetings annually with the subgrantees. Onsite training is conducted as needed for subgrantee field staff by Energy Solutions (an IREC accredited Weatherization Training Center). Energy Solutions also provides online training and conducts classes at their training facility in Christiansburg, Virginia.

c. Vendors

☐ **Formal training conference**

How often?

- [ ] **Annually**
- [ ] **Biannually**
- [ ] **As needed**
- [ ] **Other - Describe:**

- [x] **Policies communicated through vendor agreements**
- [ ] **Policies are outlined in a vendor manual**
- [x] **Other - Describe:**

In addition to signing an agreement with the VDSS that lists all vendor responsibilities, depending on EAP services provided, each EAP vendor must complete two or more online training courses: Fraud - Energy Assistance Vendors (all vendors must complete); Fuel Assistance - Vendor Responsibilities (all Fuel vendors must complete); Crisis Assistance - Vendor Responsibilities (all Crisis vendors must complete); and Cooling Assistance - Vendor Responsibilities (all Cooling vendors must complete).

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.

Additional explanation for Question 15.2

For all components of EAP, a Fact Sheet containing information about reporting fraud and abuse is provided to clients.

A Fraud Awareness course has been developed for eligibility workers.

Online training is available for vendors. Vendor training has included information on Fraud since FFY 2011.

Section 16 - Performance Goals and Measures, 2605(b)

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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.

Over the last several years, the VDSS has been in the process of migrating multiple legacy eligibility systems to a single case management/eligibility system. The new system, VaCMS, includes Child Care, Medical Assistance, SNAP, TANF and LIHEAP. At the start of the last FFY, October 2016, LIHEAP launched in VaCMS. During FFY 2017, all LIHEAP applications were processed, eligibilty determined and benefits issued through VaCMS.

Peformance Measure (PM) activities/changes that were completed prior to the LIHEAP launch included: changes to paper applications (additional questions to capture new data elements and revised language included in the applicant certification) and soliciting and securing new EAP vendor agreements. PM questions to collect information on restoration of services and prevention of loss of services were added to data collection screens in VaCMS prior to the launch.

Additionally, system change requests were submitted to Information Systems to collect additional PM data during the online application process in CommonHelp. During the past year, the VDSS worked with the VaCMS contractor on a change request to collect and report PM on the LIHEAP Performance Data Form Sections V, VI and VII. We designed, developed, and tested enhancements to VaCMS that will provide required PM data. We have worked with previously identified vendors on additional data collection requirements and will continue to do so as we tweak the reporting process this year.

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.

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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.

- [x] **Online Fraud Reporting**
- [x] **Dedicated Fraud Reporting Hotline**
- [x] **Report directly to local agency/district office or Grantee office**
- [x] **Report to State Inspector General or Attorney General**
- [x] **Forms and procedures in place for local agencies/district offices and vendors to report fraud, waste, and abuse**
- [ ] **Other - Describe:**

b. Describe strategies in place for advertising the above-referenced resources. Select all that apply

- [x] **Printed outreach materials**
- [ ] **Addressed on LIHEAP application**
- [x] **Website**
- [x] **Other - Describe:**

The VDSS has a customer service toll-free number/hotline that in addition to general customer service inquiries can be used to report suspected fraud, abuse and waste. The number is included on the VDSS public website.

Information on how to report fraud, abuse, and/or waste is included on pre-printed applications and EAP Fact Sheets. Additionally, there is information on both the public and internal VDSS EAP websites as well as the EAP information sheet regarding the reporting of fraud, abuse, and/or waste.

A state employee fraud, waste and abuse hotline is also available for anonymous reporting using one of the following: a toll free number 1-800-723-1615; a fax number of (804) 371-0165; an email to COVHotline@osig.virginia.gov; or by mail at State Fraud, Waste, and Abuse Hotline, PO Box 1151, Richmond, VA, 23218.

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.

Type of Identification Collected	Collected from Whom?					
	Applicant Only		All Adults in Household		All Household Members	
Social Security Card is photocopied and retained	[ ]	Required	[ ]	Required	[ ]	Required
	[ ]	Requested	[ ]	Requested	[ ]	Requested
Social Security Number (Without actual Card)	[ ]	Required	[ ]	Required	[x]	Required
		Requested		Requested		Requested

	☐		☐		☐	
Government-issued identification card (i.e.: driver's license, state ID, Tribal ID, passport, etc.)	☐	Required	☐	Required	☐	Required
	☐	Requested	☐	Requested	☐	Requested

	Other	Applicant Only Required	Applicant Only Requested	All Adults in Household Required	All Adults in Household Requested	All Household Members Required	All Household Members Requested
1		☐	☐	☐	☐	☐	☐

b. Describe any exceptions to the above policies.

The VDSS requires the household provide the Social Security Number (SSN) of all household members for all three EAP components (Heating, Crisis, and Cooling) with the following exceptions: children who are under age 18; individuals who receive Social Security benefits or public assistance; and individuals who hold a "qualified" alien status. Note: individuals who receive public assistance have already provided their SSN to the LDSS.

Although HHS does not require SSNs, with the launch of EAP in VaCMS, SSNs for individual household members will be collected. In the former legacy system, SSN for applicant and spouse were the only SSNs captured in the system even though SSNs may have been included on the application.

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:**

The VDSS requires that the SSN be provided - verification of the number is not required. However, many LIHEAP recipients also receive other types of public assistance which require verification of the SSN.

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
- [x] Tax statements
- [ ] Zero-income statements
- [x] Unemployment Insurance letters
- [x] Other - Describe:

Income is also verified through public assistance records (SNAP, TANF, and Medicaid) which may include income verified through various third party sources including the Work Number (third party employment information provided by TALX Corporation).

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

EAP staff use Systems Partnering in a Demographic Repository (SPIDeR) to verify income from employment, unemployment, Social Security, and child support. SPIDeR is a web-based system which benefits users by effectively facilitating communication between applications (systems). The following systems are currently partnered with SPIDeR and can be viewed by EAP staff: VaCMS, APECS (Automated Program for the Enforcement of Child Support); SDX (State Data Exchange); VEC (Virginia Employment Commission); and the Work Number (3rd Party Employment information provided by TALX Corporation).

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.

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

VDSS state and local staff must complete an annual online security training which includes guidance/policy on the protection and security of personal data/information.

VDSS security protocol limits system access to individuals who require access to perform their jobs. System access, which is based on least privilidge, includes all systems: eligibility, verification, and financial.

Section 63.2-102 of the Code of Virginia provides statutory requirements for allowing access to records and information for public assistance programs and child support enforcement as well as the penalty for disclosure and any confidential information.

17.7. Verifying the Authenticity

What policies are in place for verifying vendor authenticity? Select all that apply.

- [x] All vendors must register with the State/Tribe.
- [x] 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
- [x] Other - Describe and note any exceptions to policies above:

Prior to becoming an approved vendor, all businesses are required to provide Virginia Taxation and IRS documents to the VDSS.

Additionally, all vendors who provide certain types of repair/replacement services for heating/cooling equipment must provide proof of current licensure to provide these services.

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
- [x] Applicants must submit current utility bill
- [x] Data exchange with utilities that verifies:
  - [x] Account ownership
  - [ ] Consumption
  - [x] Balances
  - [ ] Payment history
  - [ ] Account is properly credited with benefit
  - [ ] Other - Describe:
- [x] Centralized computer system/database tracks payments to all utilities
- [x] Centralized computer system automatically generates benefit level
- [ ] Separation of duties between intake and payment approval
- [ ] Payments coordinated among other energy assistance programs to avoid duplication of payments
- [x] Payments to utilities and invoices from utilities are reviewed for accuracy
- [ ] Computer databases are periodically reviewed to verify accuracy and timeliness of payments made to utilities
- [x] Direct payment to households are made in limited cases only
- [x] Procedures are in place to require prompt refunds from utilities in cases of account closure
- [x] Vendor agreements specify requirements selected above, and provide enforcement mechanism
- [ ] Other - Describe:

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.

- [x] Vendors are checked against an approved vendors list
- [x] Centralized computer system/database is used to track payments to all vendors
- [x] Clients are relied on for reports of non-delivery or partial delivery
- [ ] Two-party checks are issued naming client and vendor
- [x] 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
- [x] Vendor agreements specify requirements selected above, and provide enforcement mechanism
- [ ] Other - Describe:

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
- [x] Refer to local prosecutor or state Attorney General
- [ ] Refer to US DHHS Inspector General (including referral to OIG hotline)
- [x] Local agencies/district offices or Grantee conduct investigation of fraud complaints from public
- [x] Grantee attempts collection of improper payments. If so, describe the recoupment process

The LDSS must recover overpayments from the client or vendor when the improper payment is the result of an error on the part of the client or vendor.

The LDSS will make arrangements for voluntary repayment of the amount of the overpayment. If this fails, the LDSS will initiate action in accordance with the Code of Virginia, to collect the amount as a debt, unless the administrative cost of such action would exceed the amount of the overpayment.

The LDSS will not correct underpayments to the household based on client error. In cases of vendor or client fraud, the LDSS will follow the recovery procedures prescribed by the court.

- [x] **Clients found to have committed fraud are banned from LIHEAP assistance. For how long is a household banned?** For 12 months
- [ ] **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.

Additional explanation for Question 17.10

An eligible household which is found to have sold or is selling for profit fuel purchased by the EAP will be ineligible to receive further benefits for 12 months. However, households may sell remaining fuel when the residence is changed or when the primary fuel type changes. If these households have remaining benefits they wish to receive, they must provide verification that the funds received from the sale of the fuel were used to purchase fuel for the new heating source.

An eligible household who is found to have sold or is selling for profit merchandise purchased by the EAP will be ineligible to receive further assistance for 12 months.

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.BrBbr.

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.**

Section 19: Certification Regarding Drug-Free Workplace Requirements

This certification is required by the regulations implementing the Drug-Free Workplace Act of 1988: 45 CFR Part 76, Subpart, F. Sections 76.630(c) and (d)(2) and 76.645(a)(1) and (b) provide that a Federal agency may designate a central receipt point for STATE-WIDE AND STATE AGENCY-WIDE certifications, and for notification of criminal drug convictions. For the Department of Health and Human Services, the central pint is: Division of Grants Management and Oversight, Office of Management and Acquisition, Department of Health and Human Services, Room 517-D, 200 Independence Avenue, SW Washington, DC 20201.

Certification Regarding Drug-Free Workplace Requirements (Instructions for Certification)

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)

Virginia Department of Social Services * Address Line 1		
801 East Main Street Address Line 2		
Address Line 3		
Richmond * City	Virginia * State	23219 * 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.**

Section 20: Certification Regarding Lobbying

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 disbursal 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 community action agencies, 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 and 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 Letter is 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 I

CLIMATE ZONES

Western Piedmont

Albemarle	003	Patrick	141
Amherst	009	Pittsylvania	143
Appomattox	011		
Bedford	019		
Campbell	031		
Charlotte	037	Bedford City	515
Franklin	067	Charlottesville	540
Halifax	083	Danville	590
Henry	089	Lynchburg	680
Nelson	125	Martinsville	690

Northern

Arlington	013	Shenandoah	171
Clarke	043	Warren	187
Culpeper	047		
Fairfax	059		
Fauquier	061		
Frederick	069	Alexandria	510
Greene	079	Manassas	683
Loudoun	107	Manassas Park	685
Madison	113	Winchester	850
Orange	137		
Page	139		
Prince William	153		
Rappahannock	157		

Central Mountain

Alleghany	005	Clifton Forge	560
Augusta	015	Covington	580
Bath	017	Harrisonburg	660
Botetourt	023	Roanoke City	770
Craig	045	Staunton	790
Highland	091	Waynesboro	820
Roanoke County	161		
Rockbridge	163		
Rockingham	165		

CLIMATE ZONES

Eastern Piedmont

Amelia	007	Colonial Heights	570
Brunswick	025	Fredericksburg	630
Buckingham	029	Petersburg	730
Caroline	033	Richmond City	760
Chesterfield	041		
Cumberland	049		
Dinwiddie	053		
Fluvanna	065		
Goochland	075		
Hanover	085		
Henrico	087		
Louisa	109		
Lunenburg	111		
Mecklenburg	117		
Nottoway	135		
Powhatan	145		
Prince Edward	147		
Spotsylvania	177		

Southwestern Mountain

Bland	021	Bristol City	520
Buchanan	027	Galax	640
Carroll	035	Norton	720
Dickenson	051		
Floyd	063		
Giles	071		
Grayson	077		
Lee	105		
Montgomery	121		
Pulaski	155		
Russell	067		
Scott	169		
Smyth	185		
Washington	191		
Wise	195		
Wythe	197		

CLIMATE ZONES

Tidewater

Accomack	001
Charles City	036
Essex	057
Gloucester	073
Greensville/Emporia	081
Isle of Wight	093
James City	095
King George	099
King and Queen	097
King William	101
Lancaster	103
Mathews	115
Middlesex	119
New Kent	127
Northampton	131
Northumberland	133
Prince George	149
Richmond County	159
Southampton	175
Stafford	179
Surry	181
Sussex	183
Westmoreland	193
Chesapeake	550
Franklin City	620
Hampton	650
Hopewell	670
Newport News	700
Norfolk	710
Portsmouth	740
Suffolk	800
Virginia Beach	810
Williamsburg	830

BENEFIT DETERMINATION/POINT VALUES DETERMINATION

The values below remain constant from year to year.

HOUSEHOLD SIZE

No. of Persons	Points
6 or more	15
3 to 5	12
1 to 2	9

HOUSEHOLD INCOME

Income as % of Max Level	Points
0 to 19	25
20 to 29	20
30 to 39	18
40 to 49	15
50 to 59	13
60 to 69	10
70 to 79	8
80 to 89	5
90 to 94	3
95 to 100	1

Income levels based on 130% of the Poverty Income Guidelines are determined. The computer calculates the percentage of the maximum income level for the household's income to determine the point assignment.

CLIMATE ZONES

Zone	Points
Central Mountain	20
Southwestern Mountain	18
Northern	16
Western Piedmont	13
Eastern Piedmont	12
Tidewater	8

VULNERABILITY

Condition	Points
Elderly	20
Disabled	15
Child under 6	12

Points are not cumulative, but are assigned by the system for the one condition present in the household with the highest point value.

LIVING ARRANGEMENTS

Living arrangement codes A, C, E, G, and P have a point value of 20.

PRIMARY FUEL

The point value for primary fuel changes on a yearly basis. An annual survey of vendors is conducted to determine the current price per fuel type. Consumption data is obtained from a Cost and Consumption study conducted by Virginia Tech. Costs are then calculated and ranked in order. The highest cost fuel type is assigned 20 points. All other fuel types are assigned points based on the cost of the fuel type as a percentage of all fuel costs.

ENERGY BURDEN

The average fuel cost obtained from the annual survey will be divided by the income of the household to determine the household's energy burden. The point assignment based on percentage of energy burden, is as follows:

Percentage	Points
0 - 19	0
20 - 29	5
30 - 39	8
40 - 49	10
50 - 69	13
70 - 79	18
80 - 89	20
90 - 94	24
95 - 100	25

Attachment II

COMMONWEALTH OF VIRGINIA
ENERGY ASSISTANCE PROGRAM
FUEL/CRISIS/COOLING VENDOR AGREEMENT

1. Purpose

This Agreement ("Agreement") shall govern the purchase of energy assistance services from the Vendor on behalf of households eligible for energy assistance through the Virginia Energy Assistance Program (EAP), as herein described, and subject to the terms and conditions included below. This Agreement is a contract between the Virginia Department of Social Services (VDSS) and the Vendor for the provision of energy assistance services to be rendered by the Vendor to low-income energy assistance customers of local departments of social services (LDSS) who are eligible for energy assistance through the Virginia EAP.

In consideration for timely payments and authorizations that will be provided by the VDSS, for households found eligible for assistance through the Virginia EAP, the Vendor agrees to these terms and conditions. Nothing herein shall cause the Vendor or its agents and employees to be deemed employees or agents of the VDSS during the term of this Agreement. The VDSS will issue Internal Revenue Service (IRS) Form 1099 annually to report payments to the Vendor as required by the IRS.

The parties acknowledge that this Agreement and the services provided by the Vendor are governed by and subject to the federal and state laws and regulations in accordance with the Low-Income Home Energy Assistance Act of 1981 (Title XXVI of Public Law [P.L.] 97-35) as amended by Title VI of the Human Services Reauthorization Acts of 1984 (P.L. 98-558), of 1986 (P.L. 99-425), of 1990 (P.L. 101-501), 1994 (P.L. 103-205), and 1998 (P.L. 105-258); Title III of the Human Services Amendments of 1994 (P.L. 103-252); and Virginia Regulations 22 VAC 40-680 and 22 VAC 40-685.

2. Term of Agreement

This Agreement shall be in effect from the date a completed, signed, and dated Agreement is received by the VDSS and will remain in effect through September 30, 2021. The Agreement shall not bind, nor purport to bind, the VDSS for any commitment in excess of the original Agreement period.

3. Modifications of Agreement

The VDSS may issue written modifications to this Agreement, to include but not limited to, the scope of work, deliverables, and compensation. Any and all modifications to this Agreement shall be in writing.

4. Termination of Agreement

This Agreement will terminate effective immediately upon determination by the VDSS that the Vendor is not in compliance with the terms of this Agreement. The Vendor will be notified within 10 days of the termination.

Either the VDSS or the Vendor may terminate this Agreement with or without cause and without cost by giving the other party at least 10 days written notice. Termination by either party shall not discharge any

obligation owed by either party to the other or to a household or any liability, which has accrued prior to termination.

A Vendor whose contract has been terminated, whether at the Vendor's request or for the convenience of the Commonwealth, must complete and submit a new Agreement to resume participation to September 30, 2021. If the Agreement was previously terminated by VDSS for cause, the Vendor will be required to provide evidence that any deficiencies have been corrected before a new Agreement may be entered into.

5. VDSS Responsibilities

The VDSS will:

5.1 Determine household eligibility for the three EAP components (Fuel Assistance, Crisis Assistance, and Cooling Assistance).

5.2 Provide authorization for approved deliveries and services.

5.3 Review bill(s) submitted by the Vendor. The VDSS will request additional documentation and/or clarification of charges as needed. No payment will be made without all required documentation/clarification of charges.

5.4 Provide payment to the Vendor after receipt of proper invoices and in accordance with the Virginia Prompt Pay Act for services rendered pursuant to this Agreement upon full compliance by the Vendor with the terms herein.

5.5 Comply with all relevant state and federal laws and regulation in its implementation of the EAP. The VDSS shall provide notice of any changes or amendments to policies or guidelines for the EAP. Such notice may be distributed by email.

5.6 Agree that any information provided by the Vendor on the account of an eligible household shall be used solely for the purpose of administering the EAP.

6. Vendor Responsibilities

The Vendor shall:

6.1 Provide the VDSS a copy of the Employer Identification Number document or Social Security card which was issued to the Vendor and which displays the number used by the IRS as the Vendor's tax identification number.

6.2 Notify the VDSS immediately when the tax identification number is changed. A new W-9 form will be completed and returned to the VDSS.

6.3 Notify the VDSS within 10 days when the name of the company, ownership of the company, contact/billing information, services to be provided, or service coverage area changes.

6.4 Notify the VDSS if the business owner is employed by the VDSS or a LDSS as well as if a member of his/her immediate family is employed by the VDSS or a LDSS. ("Immediate family" means either a spouse or any other person who resides in the same household as the owner and who is a dependent of the owner.)

The VDSS will evaluate the relationship to determine if there is a conflict of interest that will preclude the Vendor from providing EAP services to a designated locality(s). (Conflict of Interest is defined as a situation that has the potential to undermine the impartiality of a person in an official position because of the possibility of a clash between the person's self-interest and professional interest or public interest.)

6.5 Not serve as the vendor for a household in which s/he is a current recipient of assistance from the EAP. (For these purposes, current will be defined as during the present federal fiscal year.)

6.6 Not serve as the vendor for a dwelling/property that s/he owns.

6.7 Provide the VDSS/LDSS with at least one designated contact person who shall be available to respond by telephone and electronic mail to all reasonable inquiries regarding EAP household accounts, including but not limited to bills, payments, and services.

6.8 Possess all State required licenses for work being conducted.

6.9 Provide documentation that all required Department of Professional and Occupational Regulation (DPOR) licensures are current.

6.10 Notify the VDSS within 10 days when the licensure expires and/or is suspended, terminated, or revoked by DPOR.

6.11 Perform all work in a professional manner.

6.12 Install heating and cooling equipment in accordance with manufacturer's guidelines or industry standards, and secure a building or mechanical permit when required.

6.13 Be an independent contractor and not regarded as an agent or employee of the Commonwealth of Virginia or the Purchasing Agent. The Vendor is responsible for all its own insurance as well as federal, state, local, and social security taxes.

6.14 Agree, to the extent permitted by law, to indemnify, defend, and hold harmless the Commonwealth of Virginia, its officers, agents, and employees from any claims, damages and actions of any kind or nature, whether at law or in equity, arising from or caused by the use of any materials, goods, equipment or services of any kind or nature furnished by the Vendor,

provided that such liability is not attributed to the sole negligence of the using agency or to failure of the using agency to use the materials, goods, or equipment in the manner already and permanently described by the Vendor on the materials, goods, or equipment delivered.

6.15 Credit payments redirected to the IRS to the customer(s) account(s).

6.16 Not charge Virginia State sales tax for fuel or services. (Commonwealth of Virginia Sales and Use Tax Certificate of Exemption, Form ST-12, will be issued upon request.)

6.17 Maintain adequate records to assure billing is in accordance with the EAP billing instructions.

6.18 Cooperate with any Federal, State, or local investigation, audit, or program review. The Vendor shall allow VDSS representatives access to all books and records relating to EAP households for the purpose of compliance verification with this Agreement.

6.19 Understand that failure to cooperate with any Federal, State, or local investigation, audit, or program review may result in the immediate disqualification from participation in the EAP.

6.20 Take corrective action in the time frame specified by the VDSS if violations of this Agreement are discovered. Corrective action may include, but is not limited to, providing detailed documentation of changes made and detailed plans for future changes that will bring the Vendor into compliance.

6.21 Understand that failure to implement corrective actions may result in the immediate disqualification from participation in the EAP.

6.22 Provide, at no cost to the VDSS or the household, data if requested by or on behalf of the VDSS. This data must include, but is not limited to, annual energy consumption (measured in units of product) and cost (measured in dollars), payment frequency, disconnection information, and arrearage amounts for a 12 month period. If the household has been served by the Vendor for less than the full 12 month period, the Vendor shall provide the VDSS with the requested data and notify the VDSS the number of months that the data supports.

The data must be provided within a time frame specified by the VDSS and must be provided in the format requested by the VDSS. The data must be provided to the VDSS (or an authorized agent for the VDSS) for the purposes of verification, research, evaluation, analysis, and reporting. The household's signed EAP application will authorize the Vendor to release this information to the VDSS.

6.23 Not make alterations to the credit authorization (including, but not limited to, changing the type of assistance designated on the credit authorization).

6.24 Not allow the household to change the assistance that is designated on the credit authorization. If the household wants to make any changes, the Vendor must return the credit authorization to

the LDSS. Once a new credit authorization (or written approval from the EAP) has been provided, the Vendor can provide the approved assistance to the household.

6.25 Not exchange the household's credit authorization for cash or give any cash equivalent for excess credit.

6.26 Not discriminate against or adversely treat any eligible household in regard to terms and conditions of sale, credit, delivery, or service. EAP recipients shall be charged the price normally charged for the home energy services provided to a similarly situated, non-EAP household.

6.27 Provide a written price list to the VDSS for normal and customary services for home energy costs including but not limited to: leak seek and pressure tests; bleeding lines; tank setting; service deposits; reconnection fees; diagnostic fees; membership fees; minimum delivery requirements and costs; and emergency fuel and after hours delivery costs.

6.28 Notify the VDSS/LDSS if the Vendor has been approved to provide assistance to a relative prior to providing the service. (Note: the Vendor may be asked to return the credit authorization so another unrelated Vendor can provide the assistance to the household.)

6.29 Notify the LDSS of any household situation that threatens life, health, or safety.

6.30 Provide Fuel Assistance deliveries in accordance with Vendor's delivery schedule but not more than seven days after receipt of the initial authorization.

6.31 Provide Crisis Assistance deliveries/services within 48 hours of receipt of authorization, or within 18 hours of receipt of authorization if the household's situation is life-threatening. A crisis situation would be considered life-threatening if 1) the temperature is projected to be 32 degrees or less and 2) the household contains at least one vulnerable person (an individual who is under age 6, age 60 or older, or disabled).

The authorization for assistance must be a faxed or emailed "Notification of Eligibility for Crisis Assistance" form or a verbal authorization from the LDSS EAP staff member. The Vendor should not wait to receive the mailed credit authorization to perform the approved delivery/service. However, the credit authorization will be needed for billing purposes. The Vendor must notify the LDSS immediately if unable to meet the required Crisis Assistance time frames.

6.32 Verify that the household's fuel supply is at or below the maximum amount for the household to be eligible for Crisis Assistance <u>prior to</u> beginning to fill the household's fuel storage tank. For Crisis Assistance, the household's fuel supply must be

- 25 gallons or less for oil/kerosene, or
- 20% or less gauge reading for liquid propane/bottled gas.

If the household's tank contains more fuel than indicated above, the household will be responsible for <u>any</u> delivery and the Vendor can bill the program for a trip charge only.

6.33 Conduct a thorough visual inspection of the household's storage tanks and lines to ensure that they are in good condition before attempting to add fuel to that tank. If testing is required, the Vendor should contact the VDSS prior to completing the testing.

6.34 Ensure that all credit authorizations have been signed by the correct staff member. Unsigned credit authorizations will be returned to the Vendor. (Note: the staff member should sign his/her own name not the business name).

6.35 For equipment related services and fuel deliveries, ensure that Crisis Assistance and Cooling Assistance credit authorizations are also signed by a member of the household.

- If the Vendor was unable to obtain a customer signature on the credit authorization at the time the assistance was provided, the Vendor can have the customer sign an invoice or a metered delivery ticket instead.
- For oil/kerosene/gas deliveries, the truck driver should sign the delivery ticket if the customer is not home at the time of the delivery.

6.36 Allow Cooling Assistance self-pick-ups of fans and air conditioners within seven days of receipt of authorization.

6.37 Provide Cooling Assistance installations within seven days of receipt of authorization.

6.38 Not install an air conditioning unit if there is already a working unit in the home. The Vendor shall immediately return the credit authorization to the LDSS along with an explanation of why the unit was not installed. The Vendor shall advise the household to contact the LDSS with any questions/complaints about this situation.

6.39 Sell and install only new Underwriters Laboratories (UL) certified parts and equipment.

6.40 Not install unvented or portable heating equipment.

6.41 Provide a minimum warranty for all installations and repairs: 30 days for labor and one year for parts not covered by manufacturer's warranty. (Note: this is in addition to any manufacturer's warranty on a product.)

6.42 Only install products with a minimum manufacturer's warranty of two years for burner, heat exchanger/combustion system, firebox, and/or air conditioner compressor/sealed system, etc.

6.43 Provide the household with all original manuals for installed equipment, including operating instructions and suggested regular maintenance.

6.44 Remove and dispose of all materials considered to be waste, during the course of completion of all repairs and installations, in accordance with all applicable laws. This will include but is not limited to packaging materials, replaced components, and unused components.

6.45 Comply with all billing instructions (for example, providing itemized bills and metered delivery tickets as required) and guidelines provided by the VDSS for each EAP component.

6.46 Bill for deliveries made or service rendered up to amount displayed on the household's credit authorization. Any additional costs will be charged to the household as agreed upon by the Vendor and the household.

6.47 Bill for provided services as soon as possible but no later than 10 days after the end of the month in which services were provided. Note: For services provided during the last month of a component (either Fuel, Crisis, or Cooling), bills must be submitted before the end of the component.

6.48 Provide any additional documentation to verify charges within five days after it is requested by the VDSS/LDSS.

6.49 Contact the VDSS if the Vendor has not received payment from the EAP within 45 days following the submission of all required billing documentation.

6.50 Apply all EAP payments to customer accounts within 10 business days of receipt of payment.

6.51 Apply EAP payments to open accounts unless instructed, in writing, by the VDSS/LDSS to apply the payment to an old amount. Note: EAP payments may be used to pay past due and/or outstanding balances for customers whose accounts are currently open/active and the household is approved for EAP assistance.

6.52 Not apply EAP payments to an account balance that has already been written off and/or sent to collections by the Vendor.

6.53 Not apply EAP payments to commercial accounts. EAP payments should only be applied to residential accounts.

6.54 Clearly enter on the customer's bill the amount of EAP payments received in a manner which identifies the payments as received by the Virginia EAP.

6.55 Refund, by check, to the VDSS any overpayments or payments that are received in error. Refunds must be completed during the Federal Fiscal Year (FFY) in which the overpayment or error occurred and provided to the VDSS no later than 30 days after the end of that FFY. (FFY periods are October 1 – September 30.)

- Mail refunds to: VDSS– Energy Assistance Program, PO Box 630, Richmond VA 23219-0630.

- Refund checks must be made payable to the Treasurer of Virginia.
- Refunds must include the following information: DSS Case Name; DSS EAP Case Number; Date of EAP Check; Reason for refund; Amount of refund.

6.56 Address any complaints from the household, the LDSS, or the VDSS.

6.57 Attempt to attend all training and workshops conducted by/for the EAP. Additionally, the EAP strongly recommends that the Vendor complete EAP related online courses in the Knowledge Center Global Learning Management System to become familiar with the EAP.

7. General Conditions

7.1 AUTHORITIES: Nothing herein shall be construed as authority for either party to make commitments that will bind the other party beyond the scope of services contained herein.

7.2 DISCRIMINATION: The Vendor shall not discriminate against any household because of race, religion, color, sex, national origin, age, disability, political beliefs, sexual orientation, or any other basis prohibited by state law relating to discrimination.

7.3 CONFIDENTIALITY: The Vendor and the VDSS agree that any information and data obtained as to personal facts and circumstances related to households shall be collected and held confidential, during and following the term of this Agreement, and shall not be disclosed without the individual's and VDSS's written consent and only in accordance with federal law or the Code of Virginia. Vendors who utilize, access, or store personally identifiable information as part of the performance of this Agreement are required to safeguard this information and immediately notify the VDSS of any breach or suspected breach in the security of such information. The Vendor shall allow the VDSS to both participate in the investigation of incidents and exercise control over decisions regarding external reporting.

7.4 SUBCONTRACTS: The VDSS reserves the right to require the Vendor to obtain permission to subcontract any portion of the work. If requested by the VDSS, the Vendor shall furnish the VDSS the names, qualifications, and experience of their proposed subcontractors. The Vendor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of the Agreement.

7.5 PERFORMANCES: All services provided by the Vendor pursuant to this Agreement shall be performed to the satisfaction of the VDSS/LDSS, and in accordance with the applicable federal, state, and local laws, ordinances, rules, and regulations. The Vendor shall not receive payment for work found by the VDSS/LDSS to be unsatisfactory, or performed in violation of federal, state or local laws, ordinances, rules, or regulations.

7.6 AUDIT: The Vendor agrees to retain for possible audit all books, records, and other documents relative to this Agreement for five years after final payment. The Vendor agrees

that the VDSS, its authorized agent, and/or State, Federal, and local fraud investigators and auditors shall have full access to and the right to examine and/or remove any said materials during said period. If an audit or investigation is begun before the five-year retention period ends, records must be kept until the completion of the audit. Should an audit by authorized state or federal officials result in disallowance of amounts previously paid to the Vendor, the Vendor shall reimburse the VDSS upon demand.

7.7 DRUG-FREE WORKPLACE: During the performance of this Agreement, the Vendor agrees to provide a drug-free environment.

7.8 FRAUD: The Vendor will be permanently disqualified from participating in the EAP upon the first finding of EAP fraud. Fraud includes, but is not limited to, intentionally providing false information to the VDSS or the LDSS; intentional failure to notify the VDSS of a change in circumstances that affects payments received by the Vendor; intentionally accepting payments that the Vendor knows, or by reasonable diligence would know, the Vendor is not entitled to by virtue of an overpayment or otherwise; intentionally making a claim for a payment to which the Vendor is not entitled pursuant to the terms of this Agreement and all applicable rules, regulations, laws and statutes. Repayment must be made unless contrary to a court order.

7.9 NON-FRAUD OVERPAYMENTS: For overpayments received by the Vendor that are not the result of intent to defraud, the Vendor shall be required to repay the full amount to the VDSS.

7.10 SEVERABILITY. If any provision of this Agreement or the application thereof to any person or circumstance is held to be invalid, the invalidity shall not affect other provisions of this Agreement, which shall be given effect without regard to the invalid provision or application.

The parties to this Agreement acknowledge the responsibilities, specified above, and will provide the accomplishment of this service in a mutually acceptable and efficient manner.

Vendor Name: _____

_____
Signature of Authorized Representative

_____
Printed Name/Title of Representative

_____
Date

COMMONWEALTH OF VIRGINIA - ENERGY ASSISTANCE PROGRAM
FUEL/CRISIS/COOLING VENDOR AGREEMENT – VENDOR PROFILE DATA

Company Name:	**Doing Business As (DBA), if applicable:**
Vendor Legal Name (as used on Federal Tax Return for Business):	**Company Owner Name:**
Type of Entity: ☐ Sole Proprietor ☐ Partnership ☐ Corporation ☐ Government Entity ☐ Trust ☐ Estate Utility: ☐ Investor Owned ☐ Municipal ☐ Cooperative ☐ Limited Liability Company (LLC) Is the LLC incorporated? ☐ Yes ☐ No ☐ Single Member or ☐ Multiple Member	**Taxpayer Identification (ID) Number:** _____ ☐ Social Security Number (SSN) ☐ Employer Identification Number (EIN) ☐ Individual Taxpayer Identification Number (ITIN)

Dept of Professional and Occupational Regulation (DPOR) License		
Number(s):	**Classification(s)/Specialties:**	**Expiration Date(s):**

Office Primary Contact Name/Title:	**Office Telephone Number:**
Office Physical Address:	**Mailing Address for Correspondence:**
Office Email Address:	**Office Fax Number:**
Contact Name/Title Regarding Payments:	**Telephone Number Regarding Payments:**
Mailing Address for Payments:	**Email Address Regarding Payments:**

COMMONWEALTH OF VIRGINIA - ENERGY ASSISTANCE PROGRAM
FUEL/CRISIS/COOLING VENDOR AGREEMENT – VENDOR PROFILE DATA

SERVICES PROVIDED BY VENDOR

FUEL ASSISTANCE

☐ Electricity ☐ Fuel Oil ☐ Natural Gas

☐ Liquid Propane (LP)/Bottled Gas ☐ Clear Kerosene ☐ Dyed Kerosene

CRISIS ASSISTANCE

☐ Utility: ☐ Electric ☐ Natural Gas

☐ Emergency Delivery of Fuel: ☐ Fuel Oil ☐ LP/ Bottled Gas

☐ Clear Kerosene ☐ Dyed Kerosene

☐ Security Deposit: ☐ Electric ☐ Natural Gas ☐ LP/ Bottled Gas

☐ Security Deposit Option: ☐ Electric ☐ Natural Gas ☐ LP/ Bottled Gas

☐ Sale of Portable Space Heater ☐ Emergency Lodging

☐ Sale and Installation of Heating Equipment ☐ Repair of Heating Equipment

☐ Sale and Installation/ Maintenance of Supplemental Heating Equipment

COOLING ASSISTANCE

☐ Utility (Electric)

☐ Security Deposit (Electric) ☐ Security Deposit Option (Electric)

☐ Sale of Window or Portable Air Conditioner (No Installation)

☐ Sale and Installation of Window Air Conditioner

☐ Sale of Portable Fan

☐ Sale and Installation of Ceiling, Attic, or Whole House Fan

☐ Repair of Installed Ceiling, Attic, or Whole House Fan

☐ Repair of Central Air Conditioning Unit or Heat Pump

COMMONWEALTH OF VIRGINIA - ENERGY ASSISTANCE PROGRAM
FUEL/CRISIS/COOLING VENDOR AGREEMENT – VENDOR PROFILE DATA

LOCALITIES SERVED							
Please indicate which localities you will serve by placing an "X" in the box in front of the locality.							
	001 Accomack		079 Greene		161 Roanoke Co.		510 Alexandria
	003 Albemarle		081 Greensville		163 Rockbridge		520 Bristol
	005 Alleghany		083 Halifax		165 Rockingham		530 Buena Vista
	007 Amelia		085 Hanover		167 Russell		540 Charlottesville
	009 Amherst		087 Henrico		169 Scott		550 Chesapeake
	011 Appomattox		089 Henry		171 Shenandoah		560 Clifton Forge
	013 Arlington		091 Highland		173 Smyth		570 Colonial Heights
	015 Augusta		093 Isle of Wight		175 Southampton		580 Covington
	017 Bath		095 James City		177 Spotsylvania		590 Danville
	019 Bedford		097 King & Queen		179 Stafford		595 Emporia
	021 Bland		099 King George		181 Surry		600 Fairfax
	023 Botetourt		101 King William		183 Sussex		610 Falls Church
	025 Brunswick		103 Lancaster		185 Tazewell		620 Franklin City
	027 Buchanan		105 Lee		187 Warren		630 Fredericksburg
	029 Buckingham		107 Loudoun		191 Washington		640 Galax
	031 Campbell		109 Louisa		193 Westmoreland		650 Hampton
	033 Caroline		111 Lunenburg		195 Wise		660 Harrisonburg
	035 Carroll		113 Madison		197 Wythe		670 Hopewell
	036 Charles City		115 Mathews		199 York		678 Lexington
	037 Charlotte		117 Mecklenburg				680 Lynchburg
	041 Chesterfield		119 Middlesex				683 Manassas City
	043 Clarke		121 Montgomery				685 Manassas Park
	045 Craig		125 Nelson				690 Martinsville
	047 Culpeper		127 New Kent				700 Newport News
	049 Cumberland		131 Northampton				710 Norfolk
	051 Dickenson		133 Northumberland				720 Norton
	053 Dinwiddie		135 Nottoway				730 Petersburg
	057 Essex		137 Orange				735 Poquoson
	059 Fairfax Co.		139 Page				740 Portsmouth
	061 Fauquier		141 Patrick				750 Radford
	063 Floyd		143 Pittsylvania				760 Richmond City
	065 Fluvanna		145 Powhatan				770 Roanoke City
	067 Franklin Co.		147 Prince Edward				790 Staunton
	069 Frederick		149 Prince George				800 Suffolk
	071 Giles		153 Prince William				810 Virginia Beach
	073 Gloucester		155 Pulaski				820 Waynesboro
	075 Goochland		157 Rappahannock				830 Williamsburg
	077 Grayson		159 Richmond Co.				840 Winchester

AFTER SIGNING THE AGREEMENT AND COMPLETING THE VENDOR PROFILE DATA PAGES, MAIL THE ORIGINALS OF THE SIGNATURE PAGE AND THE VENDOR PROFILE DATA PAGE TO:
Virginia Department of Social Services – Energy Assistance Program, PO Box 630, Richmond VA 23219-0630
Remember to keep a copy for your records.

Attachment III

FRAUD PROGRAM PLAN
LOCAL FISCAL YEAR 2019
(June 2018 – May 2019)

_____Department of Social Services

Prepared by:

_____
Name

_____
Title

Submitted by:

_____
Director

_____
Date

TO PARTICIPATE IN THE REIMBURSEMENT COMPONENT OF THE FRAUD PROGRAM, THIS DOCUMENT MUST BE COMPLETED.

ATTACHMENT - STAFFING AND BUDGET INFORMATION

ALL QUESTIONS MUST BE ANSWERED

A. Please provide the following information concerning your agency's Fraud Program.

1. To whom in the organization does the Fraud Investigator report? Please include name, title, telephone number and email address.

_____

_____

a. Are the results of the investigation reviewed by a supervisor or the director prior to referring the case for prosecution? Y ___ N ___

Administrative Disqualification Hearing? Y ___ N ___

b. How often is statistical information in the VaCMS Fraud Module reviewed by a supervisor?

_____

2. If your agency has entered into an agreement for either contracting out your Fraud Program, or sharing a fraud position with other local departments of social services, please describe the arrangement in full.

_____

_____

3. Describe your agency's claim/overpayment establishment and collections process, specifying which position in your agency is responsible for each function.

_____

_____

B. Your agency must have a verbal or written agreement with the Commonwealth's Attorney. Describe your agreement in full, including the limitations/conditions your Commonwealth's Attorney has placed on cases which will or will not be accepted for prosecution (such as, but not limited to confession required, witness availability, prior criminal record). If there is a written agreement, please attach a copy to this plan.

_____

_____

_____

1. Monetary Threshold? Y___ N___ Amount $____
2. Trafficking investigations accepted? Y___ N___
3. Written report required? Y ___ N ___
4. Interview suspect prior to referral? Y ___ N ___
5. Read Miranda? Y ___ N ___
6. Initiate collection prior to referral? Y ___ N ___
7. Timeframe to recall investigation _____ month(s)

C. What training does your agency need? Please be specific.

_____

_____

D. Statement of Assurance

The local agency agrees to the following:

1. Forward all suspected fraud allegations to the fraud investigator/unit or staff member designated as fraud investigator.

2. Investigate fraud allegations in all program areas, except Medicaid that is not associated with a money payment case.

3. Maintain a front-end investigative effort that includes all program applications in which there is questionable information.

4. Refer cases for prosecution based on the agency's agreement with the Commonwealth's Attorney.

5. Refer cases for Administrative Disqualification Hearings (ADH) as required, to include cases denied for prosecution unless contradictory to Commonwealth's Attorney Agreement.

6. Report disqualifications to eDRS in accordance with SNAP policy.

Name of primary eDRS contact: _____

Name of backup eDRS contact: _____

7. Participate in and investigate allegations resulting from computer match programs, including Public Assistance Reporting Information System (PARIS) as well as referrals sent from Fraud Management (Client Integrity Project [CIP], Multiple Card Replacement, USDA Whistleblowers) and in stated deadlines.

8. Submit delinquent debts to the Set-Off Debt Collection Program (state income tax refunds). Review all Treasury Offset Program (TOP) reports and certify accuracy to the VDSS.

   Name of person who submits debts to State Tax: _____

   Name of person who reviews TOP debts for certification: _____

9. Report fraud activity to the VaCMS Fraud Module by the 5th calendar day of each month.

10. Notify Fraud Management (FM) of any changes in the Fraud Program operation and/or staffing as soon as possible.

11. Post all collections to appropriate systems, including VaCMS, and LASER within time frames established by the specific program policy.

12. Pro-rate cash collections on claims involving multiple categories of assistance, as appropriate.

13. Refer, in a timely manner, allegations of Medicaid fraud on cases not associated with a money payment case to the Department of Medical Assistance Services (DMAS) for investigation.

14. Make available investigative and claims material to the VDSS upon request.

15. Participate in USDA and Virginia State Police initiatives, such as EBT trafficking investigations and Operation Talon.

16. Notify Fraud Management of all alleged cases of employee fraud within 15 days of discovery.

Attachment: LFY 2019 FREE Program Staffing

_____
Name of Agency

Name	Title	Total Hours Work Per Week	Hours Work per Week in Fraud Program	Hours Work per Week in Other Programs – List Program	Telephone Number	E-mail Address

Proposed FREE Program Budget (This information is not required but beneficial to Fraud Management):

Salary/Fringe Benefits: _____

Training/Conferences: _____
(Lodging/Travel/Meals)

TOTAL _____

Do not include supervisory, claims, or clerical staff. Enter the TOTAL hours worked per week and the number of hours worked per week in fraud and other programs, specifying the program. Enter ONLY the portion of the individual's salary related to fraud investigations. For example, if the individual's total salary is $30,000 and that person works 50% of the time in fraud, enter $15,000.