IMPORTANT

Northern California Indian Development council has revised the policies and procedures for the LIHEAP program and changed the income eligibility from 150% of the poverty guidelines to 60% of the state median.

There is a new section in the policy and procedure regarding the benefit matrix.

A sample Benefit Matrix resolution has also been provided so that if the tribe choose to lower the amounts they will need to submit a resolution that has been discussed at a council meeting. Applications that are submitted will be processed based on the current Benefit Matrix that Northern California Indian development council has approved.

Please read the new policy and procedures and if you should have any question please feel free to contact me. (707) 445-8451 ex 20 or alishal@ncidc.org

2019 LIHEAP CHECK OFF LIST:

Do not submit intakes unless fully completed with all required items.

THIS WILL BE THE RESPONSIBILITY OF THE TRIBAL LIHEAP COORDINATOR, BY
SIGNING INTAKE YOU ARE VERIFYING ALL INFORMATION IS TRUE AND CORRECT

1 Fully Completed Intake Form
(INTAKES MUST REMAIN UNDER ONE NAME PER ADDRESS)
Please use numbers in section 18.b.
2 Current Income Documentation For Past 30 Days
(FOR ALL HOUSEHOLD MEMBERS)
Every household member over 18 that has no income needs to sign a
no income verification form.
3. ALL BILLS OR INVOICES MUST INCLUDE 1) ACCOUNT NUMBER 2) NAME ON THE ACCOUNT 3) COMPANY NAME AND
ADDRESS. If applying for assistance with more then one bill please provide amounts for each not exceeding the maximum amount allowed.
Current Energy Bill
Current Propane Invoice
Wood or Pellets
Vendor Name:
Address:
Phone Number:
Dollar Amount Charged Per Cord:
NCIDC WILL NOT PAY FOR WOOD THAT HAS ALREADY BEEN DELIVERED - NO ACCEPTIONS
4Responsibility Statement 5Tribal Membership Of Applicant

NCIDC LIHEAP CLIENT INTAKE and REGISTRATION Reservation:						
1b. Reg. Num. 2. Name Last	First	MI.	SF 3. SSN		4. County	5. Intake Date
6. Home Address	Apt. Num	City		State	7. Zip Code	8. Telephone Num
9. Mailing Address (If different from h	Home Address)	City	,	State	10. Zip Code	11. Message Num
12. Sex: 13. Date of Bi		ity/Race - of the following Rac	cial groups		Mark one of the	following Ethnic groups
15.Other Characteristics - Mark only those applicable to the Client:		ive Am. Indian/Alask can American	kan □White	- 1	☐ Hispanic o	
☐ No Health Insurance ☐ Client is Disabled	16. Family describe	Type - Mark one of	f the following F nt Family arrang	amily gement	Types which best	
☐ Client is a Veteran		Parent Female	☐ Two Par			Single Person
17. Education - Mark Highest grade completed by Clients age 24+:		e Parent Male	LI Two Adı	OPI STIL	Children	Other Family Type
 □ 0 to 8th Grades □ 9th to 12th Grade - NonGraduate □ High School Grad or E÷GED □ 12th plus some Post Secondary □ 2 or 4 Yr College Graduates 	Lization Mila	ly Size - Enter size nt's current Family lient. Family Size	# #	60 yrs Disable	or older	# 3 to 5 yrs. # 6 to 18 yrs.
19. Housing - Mark one to indicate the description of the Client's current resident	19. Housing - Mark one to indicate the description of the Client's current residence: 20. Source(s) of Family Income - Mark all types of income received by all related persons living in the Client's Household, if any,:					
☐ Own Home ☐ Homeless ☐ Rent ☐ Other Hsir	☐ No Inc	come Soc	cial Security		Unemp Insur Employ plus Oth Employ Only	ner 🔲 Other
21. Other Family Characteristics - for (
☐ Recv Food Stamp ☐ Farm 22a. Income Computation	ner		Seasonal Farn	nwrkr		Rnchria Resident on by Submitting Agency
-Enter Total Gross Monthly Income for all persons living in the Household		VENDOR	ACC*	T#	(please prin	t)
TANF \$	Wood	a and a second s			Intake W - (please p	orker Name print)
SSI/SSP \$		and the second s			-	
SSA \$	i e				_	
Wages \$		mer on Utility Bill:				endation for
Pensions \$					_ payment	benefit:
GA/GR \$		ilities included in F			\$	
Interest \$	If energy-related crisis provide certification for:Interruption of Service			Commen	ts:	
Other \$						
Total \$	Insufficient Funds for Delinquent Bill over 1 month					
24. CERTIFICATION: By signing this document I am certifying that all information provided orally and on this application form is true to the best of my knowledge. I further acknowledge that this information is subject to verification and that falsification of such information shall be grounds for my termination from any program in which I am participating and may result in prosecution. I further certify that I am the only person in my household who has applied for these services.						
Applicant:	Date:	Sta	aff:			Date:

LIHEAP RESPONSIBILITY STATEMENT

I,			reside at
First	MI	Last	
Street Address		City	Zip
My Utility bill is in the na	me of		
He/She is myabove address.	I a	am responsible fo	r payment of the utility bill for
knowingly falsifying info household who has applie California Indian Develop	ormation may lead to d for LIHEAP. I herel coment Council, Inc. to	criminal prosecu by grant permission be exchange my na	Ige. I am aware that willfully tion. I am the only person in on to the Tribe and/or the Nortame and address information LIHEAP services to myself or
Applicant's Signature		Date	
Intake Worker's Signature		Date	
		HEAP ITY STATEME	NT
I,			reside at
First	MI	Last	
Street Address		City	Zip
My Utility bill is in the na	me of		
He/She is myabove address.	I a	um responsible for	r payment of the utility bill for
knowingly falsifying info household who has applie California Indian Develop	rmation may lead to d for LIHEAP. I hereb oment Council, Inc. to	criminal prosecu by grant permission exchange my na	ge. I am aware that willfully tion. I am the only person in on to the Tribe and/or the Nortame and address information LIHEAP services to myself or
Applicant's Signature		Date	
Intake Worker's Signature 9/22/16/ Reviewed 8/24/1		Date	

Northern California Indian Development Council, Inc. (NCIDC) $$\operatorname{LIHEAP}$$

d 18 years or older
nployed and/or not
of my knowledge. I ams with the Employment anderstand that willfully esecution. I hereby grant stated above as part of
ate
ate

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM PROGRAM POLICIES AND PROCEDURES

The Northern California Indian Development Council, Inc. (NCIDC) has established the following policies and procedures for the operation of the Low-Income Home Energy Assistance Program (LIHEAP).

In an effort to best use the limited LIHEAP funds towards Tribal members' energy related needs, NCIDC is requesting the assistance of each Tribe in the delivery of services. Each Tribe is asked to identify and prioritize the Tribal members that will receive LIHEAP. In addition, we ask that each Tribe assist their members with completing necessary forms and providing the necessary information required to assure eligibility for the program services.

The NCIDC will provide the Tribes with the LIHEAP allocations for their Tribal members as received from the Department of Health and Human Services – Administration for Families and Children – Office of Community Services – Division of Energy Assistance (DHHS). The Tribe will identify their members most in need of LIHEAP services, assist the members with completing the required forms and gathering the necessary information, and transmit the forms and information to NCIDC for eligibility review and processing of the energy assistance.

Energy Assistance Components under the LIHEAP

In the NCIDC application to DHHS the energy assistance components identified are heating, cooling and summer crisis and year-round assistance. The categories are broken down into the percentage of funds targeted as follows: heating assistance is targeted at 60.61%, cooling at 20.81% and 18.58% crisis assistance. These percentages have been established for the overall program and do not necessarily have to reflect the expenditures of each Tribe's allocation; however, the Tribal member services should somewhat reflect these breakouts.

Eligible Beneficiaries

To receive LIHEAP services the households' income may not exceed an amount based on sixty percent (60%) of the state median income index as published by DHHS annually (DHHS income eligibility guidelines are included in this packet). In addition, households in which one or more individuals are receiving assistance under one or more of the following programs are also eligible for LIHEAP services:

- Assistance under the State program funded under part A of Title IV of the Social Security Act – Temporary Assistance for Needy Families (TANF);
- Supplemental security income payments under Title XVI of the Social Security Act Assistance for Aged, Blind and Disabled Persons;
- Food stamps under the Food Stamp Act of 1977; or

 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.

Service Priorities

In the LIHEAP application NCIDC set priorities for serving eligible beneficiaries. The priority populations include the elderly, disabled and young children as well a high energy burden and households with six or more individuals. This means that in providing services to Tribal members, each Tribe should attempt to serve clients in one or more of these priority populations "elders, disabled, families with small children". An additional method of setting priority can be the differentiation of households given their energy burden. That is, to determine the amount of energy burden a household has by dividing the household energy costs by the total household income, then provide LIHEAP services to those with the greatest energy burden. Household with six or more individuals may also be included in the priority populations.

Crisis Assistance

A certain amount of the LIHEAP funds allocated to each Tribe may be used to assist households that are in an energy crisis situation. In order to be considered for energy crisis assistance, a household must have received a shut-off notice from their electrical or natural gas energy supplier or have an empty propane or other gas tank. Also the household must have exhausted all other regular energy benefits available to them.

Payment of Benefits

Energy Assistance payments will be made to the energy vendor on behalf of the client household. No payments will be made to the LIHEAP client. NCIDC will be using a voucher system and direct intervention with the energy providers on behalf of the clients. The system of energy payments to the vendors will vary with the type of vendor and their location within the State. NCIDC will assure that the proper credits are applied to each client's energy account, and that the credits are applied to the clients' account statement.

Firewood Vendors

NCIDC requests that each Tribe designate no more than two (2) reliable firewood vendors that serve their area. Firewood vendors should not be related to the client being served. Such vendors must be able to deliver the prescribed amount of wood to each client in a timely manner. They will be responsible for assuring that the required paperwork be completed and that the clients sign the Firewood Delivery Invoice for the amount of wood delivered.

Fraud Reporting Mechanisms

The NCIDC has established reporting mechanisms to make it easier for the public to report cases of suspected LIHEAP fraud, waste or abuse. Each Tribe that participates in NCIDC's LIHEAP program will be provided materials to post that will inform the public of what they can do to

10/24/16/ Revised 11/29/2018

report suspected cases of LIHEAP fraud, waste or abuse. The participating Tribes will be required to post this material at the Tribal office and encouraged to post at stores, Head Start centers, schools and other public gathering locations. The materials will include various methods of reporting fraud including an e-mail address, telephone number and will provide more information via NCIDC's website.

Benefit Matrix

The LIHEAP system allows for the adoption of one of the two different income eligibility guidelines. LIHEAP eligibility can be determined by utilizing either 150% of Federal poverty guidelines, or 60% of the State Median Income index. After technical assistance provided by the Federal system to all grantees in California, the NCIDC has changed the LIHEAP guidelines utilized to the 60% of the State Median Income index. This index will allow Tribes to certify more families as eligible under the program.

The benefit matrix has also been modified from a single payment benefit limit to a three-tiered system, based on income level, as per Federal Regulations. Those with the lowest incomes get the greatest benefit limit. There is also a provision for an additional benefit amount for priority populations.

The new matrix provides an annual maximum benefit amount of \$600 for the lowest income populations, with a \$500 and \$400 tier for families with marginally higher incomes. There is also an additional benefit allocation for households with priority populations. Tribes may reduce these benefit tiers at a public Council Meeting by passing a resolution setting revised benefit amounts. A sample resolution form is attached. The attached benefit matrix will be used for all tribal programs until an approved resolution is received modifying your benefit limits.

Northern California Indian Development Council, Inc.

FAIR HEARING POLICY FOR LIHEAP PROGRAM

The Northern California Indian Development Council, Inc. (NCIDC) administers the Federal Department of Health and Human Services - Administration for Children and Families - Office of Community Services - Division of Energy Assistance - Low Income Home Energy Assistance Program (LIHEAP) for several tribes in the state of California. In order to provide LIHEAP services to the members of each tribe, the tribes and NCIDC have established a delivery system that requests each tribe assist their members with completing necessary forms, and providing the information assuring eligibility for the program services.

The NCIDC LIHEAP Program Policies and Procedures establish the service priorities for the tribes to follow. These priorities are set to assure, to the greatest extent possible, that the limited amount of LIHEAP funds allocated to each tribe serve the most needy tribal members.

Given the limited amount of LIHEAP funds available to each tribe annually, there may be some members that do not receive program assistance, even though they meet the eligibility guidelines. However, if you are a member of a tribe served though the NCIDC LIHEAP program and you believe your application for services has been denied or not acted upon with reasonable promptness (more than 4 weeks), you have the right to appeal the action.

If you feel that you have a legitimate complaint it is NCIDC's policy to attempt to resolve such problems through an informal resolution process. The informal resolution process involves a discussion with your tribal LIHEAP liaison; his/her supervisor; the NCIDC LIHEAP Program Assistant and/or the NCIDC Assistant Director. This is the first step in the NCIDC Fair Hearing Procedure.

In the event that an informal resolution of the complaint is not satisfactorily attained, or if you do not wish to avail yourself of the opportunity for the informal resolution process, then you may skip step one and file a written complaint to the NCIDC Assistant Director. This is the second step in the NCIDC Fair Hearing Procedure.

Any applicant requesting an NCIDC LIHEAP appeal hearing may do so by writing to: NCIDC LIHEAP APPEAL HEARING REQUEST, 241 F Street, Eureka, CA 95501. In this written request, the applicant must provide a copy of their letter requesting an informal resolution process with the Tribe, and the outcome of that process (if you have followed this process). Further information on the appeal process may be requested via phone at 707-445-8451, however all formal appeal hearing requests must be submitted in writing.

At the hearing you may represent yourself or may be represented by an advocate of your choice.

Northern California Indian Development Council, Inc.

FAIR HEARING PROCEEDURE FOR LIHEAP PROGRAM

The procedures described below outline the steps to follow if an applicant for LIHEAP services believes they have been inappropriately denied services or their application has not been acted on in a timely manner.

- 1. Attempt to resolve the problem with your tribal LIHEAP liaison, that person's supervisor within the tribe or another person of authority having the ability to evaluate the situation, develop a resolution, and implement the planned solution.
- 2. If the problem can not be resolved at the tribal level, and an informal resolution cannot be reached to your satisfaction, immediately contact the NCIDC LIHEAP Program Specialist. The Program Specialist may be able to resolve the matter without further formal consideration or will be able to assist with the development of a formal written complaint.
- 3. If the above steps do not provide you with a satisfactory resolution of the alleged complaint, file a formal written complaint to the NCIDC Assistant Director within ten (10) days of the incident or incidents leading to the complaint. The written complaint must include: a description of the incident(s) provoking the complaint; a record of any attempt you have made to informally resolve the matter; reasons for pursuing the complaint; and your desired resolution of the alleged problem.
- 4. Within five (5) days of receipt of the formal written complaint, the NCIDC Assistant Director will review the information, solicit additional information as needed, and attempt to informally resolve the problem at this stage.
- 5. Within eight (8) days of the receipt of the formal written complaint the Assistant Director will provide to all parties involved a written determination regarding his/her findings in the matter. The written determination transmitted to the aggrieved party will include notification of his/her opportunity for a hearing, the procedures for requesting a hearing and shall describe the elements in the hearing procedures.
- 6. Within five (5) days of the date of the Assistant Director's written determination, if the aggrieved party is dissatisfied with this determination they must file a written response delineating the reason(s) they object to the determination, why it should be reconsidered, and request a hearing on the matter. In the written response the aggrieved party may amend the complaint to include any additional issues to be decided in the hearing, and/or provide additional information or materials relevant to the complaint. The written response and request for a hearing on the complaint must be received by the Assistant Director within four (4) days of the date of the written determination.
- 7. Within five (5) days of receipt of the written response and request for a hearing the Assistant Director will provide written notification describing the elements in the hearing procedures; the date, time, and place of the hearing; the manner in which it will be conducted; and the issues to be decided. The aggrieved party is entitled to a formal hearing within thirty-(30)-days of receipt of the initial formal written complaint by NCIDC.
- 8. The aggrieved party may, at his/her option, request a rescheduling of the hearing for good cause. In such instances NCIDC will require that the complainant file such

request in writing.

- 9. A written decision from the Hearing Officer will be provided to the Assistant Director, the Complainant, and any other interested parties within sixty (60) days of receipt of the initial formal written complaint. This period may be extended with the written consent of all of the parties to the complaint for good cause. The written decision shall be transmitted to the concerned parties by certified mail, return receipt requested. The Hearing Officer's decision shall include the following:
 - a statement of facts; a statement of reasons for the decision; a statement of any remedies to be applied

The decision of the Hearing Officer shall be considered final in the formal administrative grievance resolution process administered by NCIDC.

Northern California indian Development Council (NCIDC)

LIHEAP Benefit Matrix - FFY 2018/2019

	SUMMARY OF BENEFIT MATRIX						
		HEAT/COOL/CRISIS - All fuels					
	INCOME:	combined maximum benefit per hsehld					
	75 to 100% of SMI	\$400			*Categorically		
	50 - 75% of SMI		\$500		Exempt		
	under 50% of SMI*		\$600			(INCLUDES:	
LIHEAP ELIGIBLIITY BENEFIT MATRIX					TANF,		
BASED ON 60% OF STATE MEDIAN INCOME (SMI) INDEX				SSI, OR			
		•	•			SNAP)	
	Maximum		75% of		50% of	OR	no income
	Income	if income	maximum	if income	maximum	if income	
Household	Eligibliity	is between	income	is between	income	is between	
<u>Size</u>	Guideline	<u> 100 - 75%</u>	eligibility	<u>75 - 50%</u>	eligibility	<u> 50% - 0%</u>	

1	\$26,049	<>	\$19,537	<>	\$13,025	<>	\$0
2	\$34,064	<>	\$25,548	<>	\$17,032	<>	\$0
3	\$42,079	<>	\$31,559	<>	\$21,040	<>	\$0
4	\$50,094	<>	\$37,571	<>	\$25,047	<>	\$0
5	\$58,109	<>	\$43,582	<>	\$29,055	<>	\$0
6	\$66,124	<>	\$49,593	<>	\$33,062	<>	\$0
7	\$67,627	<>	\$50,720	<>	\$33,813	<>	\$0
8	\$69,130	<>	\$51,847	<>	\$34,565	<>	\$0
9	\$70,633	<>	\$52,974	<>	\$35,316	<>	\$0
10	\$72,135	<>	\$54,102	<>	\$36,068	<>	\$0
11	\$73,638	<>	\$55,229	<>	\$36,819	<>	\$0
12	\$75,141	<>	\$56,356	<>	\$37,571	<>	\$0
		benefit is		benefit is		benefit is	
		\$400		\$500		\$600	

income that is exactly on the cusp should be determined in favor of the larger benefit amount

Priority Polulations: \$100 additional annual benefit for one or more factors (single increase, not cumulative).

Senior Citizen (Over the age of 62)

Disabled (Receiving SSI)

Child(ren) age five (5) or under in household

Energy Burden exceeds 20%

Six or more individuals in the household

<u>NOTES</u>: The benefit amounts shown are the maximum benefit limits for the NCIDC LIHEAP program that serves a consortium of 48 Tribes located in California.

Each Tribe's Council or governing body may request that these benefit amounts (shown in bold) be decreased for their eligible population, but they may not increase or exceed the maximum benefit amount shown here.

BENEFIT MATRIX RESOLUTION

Please note that this is just sample language for a Tribal resolution to modify the default amounts for the LIHEAP Benefit Matrix Resolution for your Tribe, you may use your own resolution format and structure as long as the content is included.

Secretary	Date
ATTEST:	
Chairperson	Date
resolution has not been rescinded or amended in a	any way.
	, 20, adopted this resolution and said
I, the under signed, as Chairm an of the	hereby certify at a duly called and
	ERTIFICATION
BE II FURTHER RESOLVED that this resolut	ntion shall remain effective until rescinded.
the program year.	
heating, and crisis applications will be con	ons dered for remaining allocation balances in the final month of
Only crisis applications will be accepted by	antil the last month of the grant period, at which time cooling,
	vill be accepted with priority being given to crisis applications
*Please select ONE of the following two option:	ns to include in the "Resolved" section of your resolution.
Priority populations additional annual benefit amo	notint reduced from \$100 to \$
50% - %75 income tier reduced from \$500 to \$75% - %100% income tier reduced from \$400 to	
0% - 50% income tier reduced from \$600 to \$	
nameLIREAP beliefft inatrix.	
NOW THEREFORE BE IT RESOLVED, that <u>name</u> LIHEAP benefit matrix.	t following changes have been approved for thetribe
_	
the number of services available to eligible house	es to reduce their LIHEAP benefit matrix amounts to maximize eholds:
of the LIHEAP benefit matrix in a public council	
WHEREAS, the Tribal Council of the trib	ibe name has presented and discussed the modification
and,	
exercise full governmental responsibilities, and er	empowered to make Tribal policy and carry out Tribal business;
WHEREAS, the Tribal Council of the trib	ibe name is the duly authorized body of the Tribe to
on, outo, zip.	
Address: City, State, Zip:	
Reservation/Rancheria:	
D 11	

Northern California Indian Development Council, Inc. (NCIDC) LIHEAP Wood and Pellet Procedures

Attention: LIHEAP COORDINATOR

As a Reminder: clients applying for wood or pellets need to provide all business or wood vendor information on the intake form or check list on the LIHEAP application.

Once the application is approved we will mail the invoice to the wood vendor with the approved amount and mandatory return date.

Pellet invoices will be mailed to the tribal member to take to the business to be filled out and sent back to our office by the mandatory return date.

Deliveries of wood or pellets that have been received prior to approval of the application **will not be paid for by NCIDC** and the tribal member will be responsible for payment.

FIREWOOD DELIVERY INVOICE

The Northern California Indian Development Council, Inc. (NCIDC) has approved					
	Application for f	irewood.			
	NCIDC is authorizing the purchase of cords of firewood.				
	The maximum allowable payment for the firewood is \$				
	Authorized by	**************************************			
CL	LIENT SECTION: I,do verify				
whi	ich I ordered was delivered to me, in the authorized amount and in a satisf	actory manner.			
Sign	ned: Date:				
W(OOD SUPPLIER SECTION: (Please Print) T certify that I have deducted wood. The amount now due and payable is \$ ase make payment out as follows:	elivered the			
	ME:				
	DRESS:	· · · · · · · · · · · · · · · · · · ·			
CIT	TY/ZIP:				
Рно	ONE: EIN or SS#:				
	WOOD SUPPLIERS, PLEASE ALLOW 2-3 WEEKS FOR TO BE ISSUED ONCE NCIDC RECEIVES THIS INV. Signed: Date:	OICE.			
= IM	PORTANT CLIENT INFORMATION:	Initial Each Item			
	Clients should use Tribally designated Wood Vendors				
2.	Clients MAY NOT use a person residing in their household as their Wood Supplier. No Exceptions				
3.	This firewood invoice must be returned to NCIDC by				
4.	Invoices received after the due date will not be paid and your application will be dropped.				
5.	If you do not turn in your invoice by the due date and have had the wood delivered, you will be responsible for payment for the wood yourself. NCIDC will not pay for the wood.	***************************************			

PELLETS DELIVERY INVOICE

The Northern California Indian Development Council, Inc. (NCIDC) has approved	
Application for pellets.	
NCIDC is authorizing the purchase of ton of pellets.	
The maximum allowable payment for the pellets is \$	
Authorized by	
CLIENT SECTION: I do verify that the pellets	that
ordered were received by me in the authorized amount and in a satisfactory manner.	
ligned: Date:	
Agricu.	
PELLET SUPPLIER SECTION: (Please Print) I certify that I have provided the equested pellets. The amount now due and payable is \$ lease make payment out as follows: IAME: SITY/ZIP: HONE: PELLET SUPPLIERS, PLEASE ALLOW 2–3 WEEKS FOR PAYMENT TO BE ISSUED ONCE NCIDC RECEIVES THIS INVOICE.	
igned: Date:	