

**Policy Clarifications  
LIHEAP - All  
PLA14990678**

**Submitted: 10/16/09**

**Agency: CAOs**

**Citations:**

**Subject: LIHEAP Application Still Pending Verification After 18 Days**

When can the CAO reject a LIHEAP application if all the pending verification has not been received from the applicant in 18 days from the date of the pending notice?

**Response By: Division of Federal Programs/LIHEAP**

**Date: 10/19/09**

The CAO may reject the application on the 19th day. The CAO does not need to wait until the 30th day from the date the application was received to reject. The CAO should be sending only the initial pending letter within that 18 day period. If all the verification requested is not received within 18 days from the date the pending letter was sent, the CAO should reject the application. If the applicant sends in the missing verification within 60 days from the date the original application was received, the CAO may use that application to process. The household does not need to complete a new LIHEAP application.