

DATE: July 7, 2016

OPERATIONS MEMORANDUM #16-07-02

SUBJECT: LIHEAP Supplemental Pay

TO: Executive Directors
LIHEAP Coordinators

FROM: Inez Titus
Director
Bureau of Operations

PURPOSE

To inform County Assistance Offices (CAOs) of \$65 supplemental payments that will be issued to all LIHEAP households that received a LIHEAP crisis grant and/or a vulnerable household supplement.

BACKGROUND

Department of Human Services (DHS) will be issuing a \$65 supplemental payment to all households that received a LIHEAP crisis grant or a vulnerable supplemental during the 2015-2016 heating season.

One \$65 supplemental payment will be issued to each vulnerable household regardless of the number of vulnerable members included. Households who received both a LIHEAP crisis grant and a vulnerable household supplement will be eligible to receive two \$65 supplemental payments.

Payments will be issued on June 23, 2016, with a Treasury pay date of July 6, 2016. Payments will automatically be sent as an extraordinary pay to the same vendor who received the most recent cash or crisis grant. The \$65 supplemental payment will appear separately on the Remittance Advice and will be labeled as "2015-16 Sup".

DISCUSSION

Staff should be instructed that supplemental payments can only be reissued in limited situations, these are listed below.

Supplemental Reissue Reasons:

1. The customer moved and has a new vendor.
2. The customer's vendor no longer services the customer's area.
3. The customer switched vendors (same fuel type) and has a zero balance with the original vendor.
4. The customer converted to a new heating source (example: oil furnace to a gas furnace).

Proof of the new heating responsibility is required in order to have the supplement reissued.

CAOs should send any questions or problems regarding supplemental payments to the LIHEAP Vendor mailbox at RA-LIHEAPVendors@state.pa.us. Reissue and second Pay requests should be directed to the LIHEAP Reissue/Second Pay mailbox at RA-LIHEAPReissueSec@state.pa.us.

NEXT STEPS

1. Share this information with appropriate members of your staff.
2. Refer any questions to your area manager.