

# **Policy Clarification**

## **Low-Income Home Energy Assistance – All**

### **PLC-22069-698**

**Submitted: December 16, 2024**

**Agency: CAOs**

**Subject: Incomplete Crisis Weatherization Requests**

**Question: What should the County Assistance Office (CAO) do if they receive a Crisis Weatherization request but cannot contact the household to complete the Crisis Interface Referral Form (HSEA 40)?**

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**Response By: LIHEAP Policy**

**Date: March 7, 2025**

CAOs should complete the HSEA 40 to the best of their ability using available data when a Crisis Weatherization request is received. If they are unable to fully complete the form, they should contact the household by phone to collect the missing information as soon as possible. The crisis request will not be considered a complete request until all necessary information is provided; therefore, the CAO will not be out of compliance with Low-Income Home Energy Assistance Program (LIHEAP) timelines. Multiple call attempts should be made, and voicemails left, if possible. If unable to make contact by phone, the CAO should send a contact letter to the household. The letter can be sent manually or centrally via the Electronic Client Information System. The letter should set a deadline of 15 days and a directive to contact the CAO to provide the missing crisis weatherization information. If a response is not received by the 16<sup>th</sup> day, the crisis request will be considered incomplete, and no referral to the weatherization agency will be generated. The request can be closed at that time. If the necessary information is provided within 60 days of the original crisis weatherization request, a referral can be generated and sent as a reconsideration. Each step of this process should be narrated.